



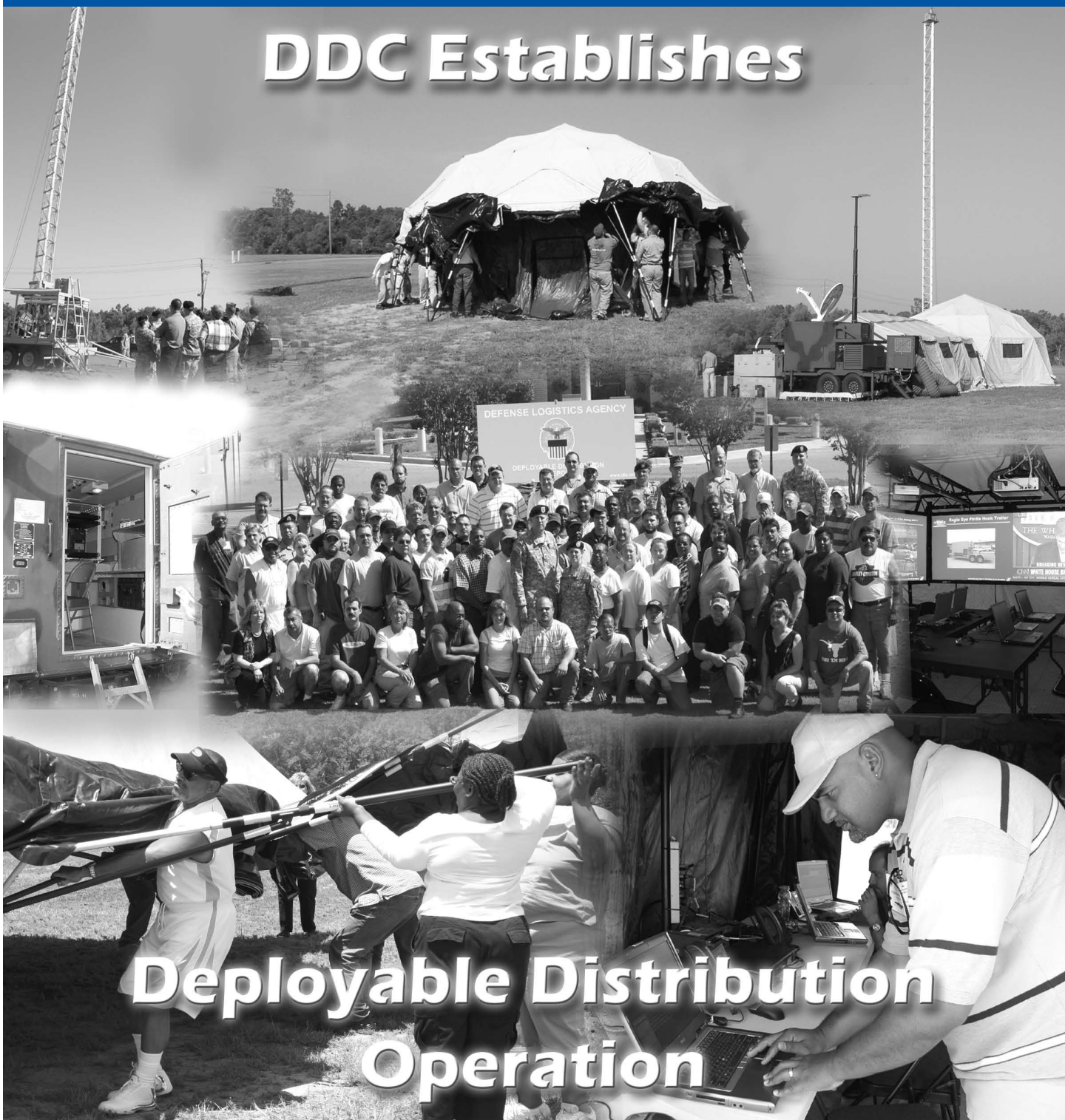
DDC Review

Vol. 9, No. 3

Defense Distribution Center, New Cumberland, PA

Summer 2006

DDC Establishes



Deployable Distribution Operation

One the cover:

The Defense Distribution Center's (DDC) Deployable Distribution Depot (DDXX) is a cadre of distribution personnel and equipment ready to deploy to provide distribution services in the event of a natural disaster inside the continental United States. Photos by Carol Wright, Defense Distribution Depot Red River, Texas (DDRT).

*BG Michael Lally, USA
Commander*

*Phyllis C. Campbell, SES
Deputy Commander*

*COL Perry Knight, USA
Chief of Staff*

*Jackie Noble
Command Affairs Officer*

*Polly A. Charbonneau
Managing Editor*

*Jessica Walter
Editor*



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DDC Commander's Column

By Brigadier General Michael J. Lally, United States Army

In thinking about my upcoming Change of Command on August 22, 2006, I began to review the work we have done together. When I arrived at DDC in August of 2004, I asked several things from you:

- Train our military and civilian personnel, and grow leaders;
- Treat everyone with dignity and respect, and create a healthy climate;
- Keep readiness as your #1 priority;
- Volunteer in your communities;
- Take your customer relationships to the next level;
- Continue to improve timeliness, efficiency, and effectiveness;
- Improve our safety record;

And to make the most of our information technology systems.

I am proud to say you did all those things and more.

When I asked you to grow leaders, you established a Leadership Academy for DDC civilian supervisors that is revolutionizing DDC's management team. In just over one year, all of DDC's more than 450 supervisors will have attended the new Leadership Academy.

We worked together to improve our climate and culture and your work resulted in an astounding 84 percent improvement in the overall cultural index as measured by the DLA culture survey with a remarkable participation rate of 79 percent. Moreover, during the past two years, all performance and inventory accuracy measures have improved markedly. DDC has a world-class workforce and it is developing a world-class work environment.

When I talked about readiness, you opened four new distribution centers overseas, two Theater Container and Shipping Points, and stood up a Deployable Distribution Center, bringing DDC closer to our Warfighters and customers than ever before.

When I asked you to volunteer, you couldn't stop raising your hand.

In 2005 I called you on Labor Day weekend and asked you to help our neighbors on the Gulf Coast recover from Hurricane Katrina. You got right to work and when you were done helping with relief efforts for Hurricanes Katrina and Rita, you had responded to more than 65,000 requests for support and provided that assistance from 25 distribution centers and our headquarters.

Through our Mobilization Office, you are voluntarily supporting more than 50 different missions every day around the world.

But you weren't finished. With what you learned opening those new distribution centers and providing hurricane, tsunami, and earthquake relief, you established a new Deployable Distribution Center, DDXX. In just five months and eight days the DDC Team hired 66 new employees, developed a concept of operations, established and exercised DDXX. The DDXX team is ready to deploy should we be called upon to assist in any disaster inside the continental United States.

When I asked you to take our customer relationships to the next level, you dramatically improved customer satisfaction with the Combatant Commanders. You leveraged our relationships with military and private sector components of the supply chain to provide strategic forward-stocking capabilities and seamless theater distribution to the Warfighter.

When I asked you to improve the timeliness, efficiency, and effectiveness of our operations, you created learning organizations, which are providing continuous process improvement at all 26 distribution centers.

Our largest distribution centers, DDJC and DDSP, are on the leading edge of Lean implementation in a distribution environment. DDJC's efforts resulted in them receiving the California Performance Excellence Award in March 2006. At DDSP, Lean has dramatically improved the Containerization and Consolidation Point hold time, reducing it by half - from an average hold time of 5-6 days to 2-3 days... our Warfighters in Southwest Asia noticed and truly appreciated this improvement.

When I asked you to make the most of our information technology systems, you leveraged the best technology to sustain and improve military distribution. Through the Distribution Planning and Management System (DPMS) and DSS-VM, innovative programs that provide DLA with real-time access to information on the location and movement of material across the enterprise, you increased the number of participating vendors from 50 to 1,000. And these vendors are processing more than 50,000 transactions monthly and more than one million total transactions have been made using DSS-VM.

DDC distribution centers are now in a posture to tag with the latest Gen2 technology, as well as active RFID tags. You are on the leading edge for application of passive RFID technology, beyond the scope of anything seen in the commercial distribution field. By the end of fiscal year 2006, all CONUS distribution centers will be able to read passive tags as applied to products received in a DDC warehouse.

I asked you to improve our safety record and while managing a dramatic operations tempo, you did. Six distribution centers received awards for achieving the DOD goal and 13 distribution centers received awards for a rate of 1.0 or less serious accidents per 100 employees. Two distribution centers, DDOO and DDYJ, were specifically recognized for maintaining this low rate for an extensive period of man-hours

worked, over 1 million man-hours.

In your spare time you Swarmed DDC's inventory accuracy and took it to levels never seen before. The buzz you created around inventory accuracy led to more than 3,000 DDC employees being trained in policy and proper procedure for Receiving, Warehousing, Stock Readiness and Inventory Control. Your efforts resulted in significant improvement in customer fulfillment and accuracy goals.

I have visited each of our 26 distribution centers and at every single one I found pride, professionalism, and dedication. Our Warfighters are in good hands because they receive your timely and quality support everyday.

As I look to the future, there are challenges ahead.

To be a world-class organization, you need world-class facilities. We started a review of every building and facility where DDC stores and distributes materiel. This review will provide the baseline and requirements that will allow us to provide a world-class work environment where you can continue your unparalleled support to the Warfighter.

BRAC is going to bring big changes to DDC. I know you will keep our customers and our people at the forefront of all the BRAC decisions we make.

I challenge you to continue to improve the culture and climate in DDC. You have the momentum, keep it going!

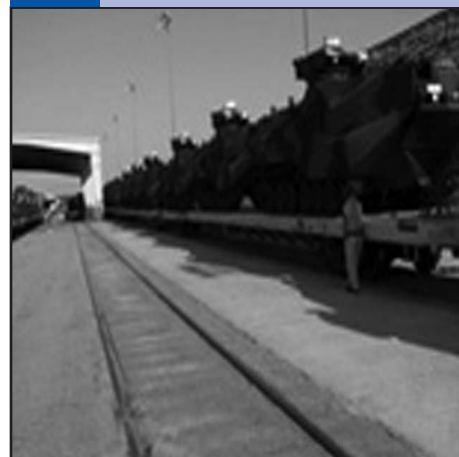
It has been an honor and a privilege to serve with you! I congratulate and thank you for a job well done and challenge you to take the organization to even greater levels of service.



4 DDC establishes DDXX



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DDRT's Peek named one of DDXX's team leaders

By Stacy L. Umstead, DDC Command Affairs Office

Willard Peek, Distribution Facilities Specialist, will lead the Defense Distribution Depot Red River, Texas (DDRT), team of the Deployable Distribution Center, or DDXX.

Peek, a native of Clarksville, Texas, is a graduate of Paris Junior College where he received an Associate's Degree in Agricultural Sciences. In addition to attending Paris Junior College, Peek attended Sam Houston State University, Huntsville, Texas, where he eventually delayed his education to volunteer for military service.

Enlisting in the United States Marine Corps in September 1971, Peek began his four-year military service in San Diego, Calif., where he attended Boot Camp. Peek served at Memphis Naval Station receiving specialized training on the CG-47 helicopter and transferred to Jacksonville, N.C., serving with the HNN-162 Squadron attaining crew chief status of the CH-47 helicopter.

After leaving the military in 1973, Peek managed the Oladko Cattle Company in Tyler, Texas, until 1978. He then accepted a position with the Texas Agriculture Commission as a packinghouse inspector where he served for five years.

Peek began his Civil Service Career at the Red River Army Depot in February 1983 serving in the Packing and Shipping Branch. In 1988, Peek moved into the Receiving Branch. In 1996, he reported to the Warehousing Branch working his way up to Distribution Facilities Manager.

Peek was selected to serve as the DDRT Team Lead for the DDC's Deployable Depot in May.

"The opportunity to co-lead the DDXX team with Donny Hernandez of the Defense Distribution Depot San Joaquin, Calif. (DDJC), is certainly an honor. This gives me the chance to help others. DDXX will be ready when called upon," said Peek.

Peek is an active member at the Calvary Tabernacle where he serves as an usher and is involved in helping with the Mike Barber Prison Ministry.

DDXX is DDC's deployable and scalable distribution operation that can receive, store, issue, transship, and maintain in-transit visibility for items needed for relief efforts, like food, water, and construction material. DDXX can be deployed when approved by the Secretary of Defense in response to a request from a federal agency such as the Federal Emergency Management Agency.



Willard Peek

Team DDXX completes first training exercise

By Stacy L. Umstead, DDC Command Affairs Office

Members of the team met at the Defense Distribution Depot Red River, Texas (DDRT), in Texarkana the week of June 5 for their first training exercise.

Merely an idea written on a napkin just a few months ago, the Defense Distribution Center's (DDC) Deployable Distribution Center (DDXX), a deployable and scalable distribution center prepared to respond to disaster relief efforts CONUS wide, officially stood up June 1.

The team, comprised of employees from DDC's distribution facilities in San Joaquin, Calif.; Red River, Texas; and DDC headquarters in New Cumberland, Pa.; were welcomed by the first DDXX Commander and current DDRT Commander LTC Betty J. Yarbrough, USA.

The training exercise included an overview of the DDXX mission and concept of operations, the chain of command, deployment planning, team building, media relations, first aid, and demonstrations of communications that will be used when deployed.

LTC Clayton Newton, USA, of the DDC Strategic Plans Directorate, and Marv Salsman, DDC Logistics Operations, co-leads for the stand up of the DDXX, facilitated the first day's orientation.

According to LTC Newton, DDXX, when called upon, will send an initial assessment team to the designated site of deployment within 24 hours. The assessment team will determine the number of people needed to deploy and the equipment necessary to do the job. The main body of the deployable team arrives within 96 hours of being called upon.

According to Newton, DDXX will receive, store, issue, trans-ship, and maintain in-transit visibility for items needed for relief efforts, like food, water, and construction material.



DDC's Deployable Distribution Center 2006.



During the mock deployment exercise, DDX personnel erect a tent to house the operations center.

Operating 24 hours a day, seven days a week, DDX will be capable of handling about 130 trucks of supplies each day, providing support to more 200,000 people.

During his briefing, LTC Newton commended the newly-formed team for volunteering for the unique mission, "Each of you bring a characteristic to this mission. My bet is it is an adventurous spirit!"

He continued, "Historical data indicates that the average deployment for this type of mission could be anywhere from 30 to 45 days."

Salsman provided the new team a basic overview of DDX's concept of operations and how it will operate alongside DDC's FEMA partners. Salsman, no stranger to standing up new organizations, was instrumental in the successful stand ups of DDC's newest distribution facilities. "Unlike a new stand alone facility, this will not be business as usual," said Salsman.

In addition, Salsman provided an in-depth briefing on personal deployment preparations including legal and medical responsibilities.

Team DDX will meet again over the summer for additional training.



Terence Perry of J-6N tests communications equipment to be used during deployment.

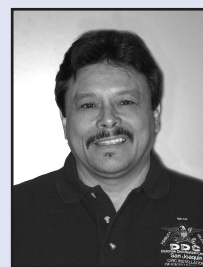
DDJC's Hernandez brings experience to Team DDX

By Stacy L. Umstead, DDC Command Affairs Office

Donald Hernandez, Distribution Facilities Specialist, has been selected to lead the Defense Distribution Depot San Joaquin, Calif. (DDJC), 28-member team of the Defense Distribution Center's newest initiative, the Deployable Distribution Center, or DDX.

Hernandez began his Federal career in 1970 as a summer hire for the Defense Depot Tracy while attending high school. In 1972, Hernandez enlisted in the United States Navy. In 1975, after serving in the military, Hernandez returned to the Tracy, California area and applied for a Laborer position at Defense Depot Tracy.

Since then, Hernandez has held a total of ten positions ranging from a WG-02 to his current position as a GS-12. Prior to his selection of team lead, he served as the Branch Chief for Team-5 at DDJC. Team 5 consists of four separate organizations: Motor Pool, LTL (Less Than Truckload) Packing, Box Shop, and the Active Item Area where he supervised Motor Vehicle Operators, Material Handlers, Packers, and Woodworkers.



Donny Hernandez

Hernandez is no stranger to deployments. He was instrumental in the success of the stand up of DDC's forward site in Bahrain, DDZZ, that was deployed in January 2003. He supported Operations Iraqi Freedom and Enduring Freedom until June of 2004. In addition, Hernandez assisted in the stand up of DDC's 26th distribution facility, the Defense Distribution Depot Korea (DDDK) at Camp Carroll.

"It has been an honor to have supported all the Warfighters around the world, especially my son serving in Southwest Asia," said Hernandez.

"I was given the opportunity to participate in the stand up of two facilities. During those deployments, I learned and experienced comradeship and the value of teamwork. Most of all, I gained long-term friendships. These values are what I hope to bring to the DDX team to accomplish our mission," added Hernandez.

Hernandez is a graduate of the San Joaquin Delta College with a major in Administration of Justice and a minor in Business. He has received numerous awards throughout his military and civilian careers.

Hernandez is a current resident of Tracy, Calif., and has coached basketball, baseball, track and field for the city of Tracy for last 12 years.

DDXX ready to assist U.S. natural disasters

By Stacy L. Umstead, DDC Command Affairs

The latest initiative of the Defense Distribution Center (DDC) is the Deployable Distribution Center, or DDXX, a cadre of distribution personnel and equipment ready to deploy to provide distribution services in the event of a natural disaster inside the continental United States.

DDXX is a deployable and scalable distribution operation that can receive, store, issue, trans-ship, and maintain in-transit visibility for items needed for relief efforts like food, water, and construction material.

"DDC played a key role in the hurricane relief efforts of 2005 by processing more than 65,000 requests for support," said DDC Commander BG Michael Lally, USA. "DDXX allows the Department of Defense to better serve the country during a natural disaster.

"DDXX can be deployed when approved by the Secretary of Defense in response to a request from a federal agency such as the Federal Emergency Management Agency," BG Lally said.

When not deployed, DDXX is a 66-member team split between two DDC distribution centers: Defense Distribution Depots Red River, Texas (DDRT), and San Joaquin, Calif. (DDJC). A few members of the team are stationed at DDC headquarters in New Cumberland, Pa.

Command of DDXX will rotate among DDC distribution center commanders. DDRT Commander LTC Betty Yarbrough, USA, has been selected as the first to command DDXX. "We're all proud to be a part of this new concept that brings a unique deployable capability where the team members use their distribution expertise to help fellow Americans closer to the disaster site than our fixed-based distribution centers."

DDKS fills 1 millionth order

By Polly Charbonneau, DDC Command Affairs

Defense Distribution Depot Kuwait, Southwest Asia, or DDKS, has only been open for business since August 30, 2004, but they have already shipped more than 1 million orders to their customers.

"The DDKS team is entirely dedicated to serving our Warfighters," said COL Gloria Blake, USA, DDKS Commander, "and this milestone is a measure of that dedication. All of America's Armed Forces deployed to the CENTCOM AOR can count on DDKS."

DDKS is the Defense Distribution Center's only distribution facility in Southwest Asia and was established based on a request from the United States Central Command, or CENTCOM. The primary mission is to provide forward stock positioning support and enhanced physical distribution services to the Armed Forces located in the CENTCOM Area of Responsibility. DDKS has proven their value and velocity with their record-setting workload.

DDKS's distribution facilities are strategically positioned in Southwest Asia to reduce transportation and customer wait time and to date DDKS has provided cost avoidance savings of more than \$508 million.

Current commodities distributed by DDKS are repair parts, barrier and construction materiel, clothing, textiles and tentage. DDKS also provides consolidated shipment and containerization services, as well as, routine logistic support to the military community in the DDKS theater of operations.

DDKS also leads a Theater Consolidation and Shipping Point, or TCSP, in Kuwait. The TCPS serves as the primary conduit for Operation Iraqi Freedom/Operation Enduring Freedom sustainment (primarily classes II, IIIP, IV, and IX) entering the theater. The TCSP rapidly consolidates and segregates shipments arriving from multiple sources and prepares them for onward movement directly to the Warfighters.

DDKS is one of 26 distribution centers around the world managed by the Defense Distribution Center.

DDKS Count Down to One Million MRO's

AROUND THE CLOCK, AROUND THE WORLD
THE RIGHT TIME, RIGHT PLACE, RIGHT PRICE, EVERY TIME
BEST VALUE SOLUTIONS FOR AMERICA'S WARFIGHTERS
PEOPLE... SERVICE... EXCELLENCE... INNOVATION... TRUST

22nd August 2004

2006-2007 August

ONE MILLION MRO's
22nd August 2004
August 2006/2007

PWC LOGISTICS
Global Supply Chain Excellence

DDC begins placing passive RFID tags on customer shipments

By Jessica Walter, DDC Command Affairs

Beginning March 14, the Defense Distribution Center (DDC) began placing passive Radio Frequency Identification, or RFID, tags on shipments to customers.

“This is not a test,” said Mark Lieberman, DDC Senior Supply Management Specialist. “This is the beginning of tagging all of our shipments to our customers with passive RFID.”

The first customer requisitions to be tagged with passive RFID were for repair parts and other supplies sent from Defense Distribution Depot San Joaquin, Calif. (DDJC), to Naval Intermediate Maintenance Facility (IMF) at Naval Submarine Base, Bangor, Wash.

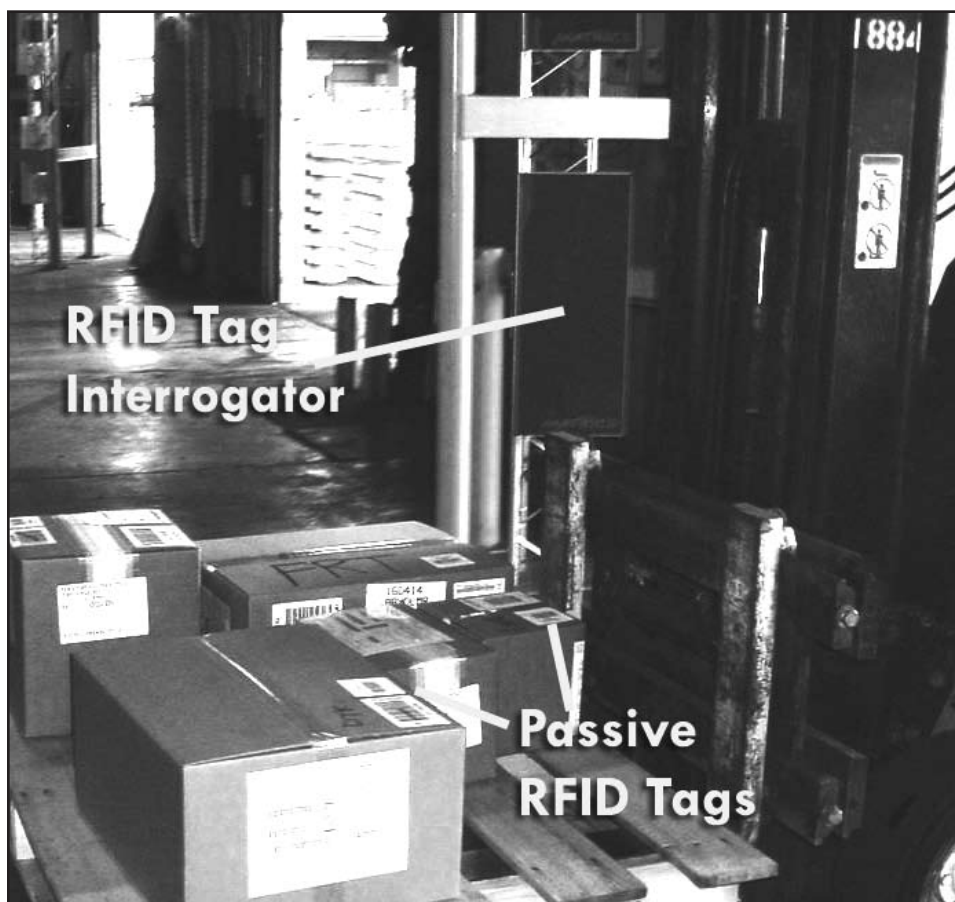
“We’re tagging at the box closure level,” explained Lieberman.

DDC’s Information Operations Wireless Team Leader Larry Loiacono added, “When the packer in the warehouse accesses the DSS [Distribution Standard System] screen to close out the requisition, he or she is prompted with a message that indicates an RFID tag is required for that delivery location.”

The employee then places the tag on the container and scans the barcode on the tag. That action prompts DDC’s warehousing and transportation system, DSS, to issue an advance shipping notice to the customer.

The advance shipping notice includes information specific to that requisition including document number, national stock number (NSN), customer location, and transportation control number (TCN).

“When the shipment arrives at the customer’s site, a passive RFID portal will read the tag and marry the information on the tag to the data already



The tagged cargo is passed through an RFID portal at DDJC to verify the readability of the passive tags prior to shipment to the Navy customers in Bangor, Wash.

received as a result of the advance shipping notice,” explained Loiacono.

According to Luis Avila, Chief of DDJC’s Systems Division, each of the tags on the cargo sent to Navy customers at IMF Bangor last week has been read successfully. “We’ve been in touch with the customer, and everything looks like

it’s moving along smoothly.”

DDJC provides a dedicated truck delivery service to IMF Bangor three times each week.

The DDC Logistics Operations Directorate plans to increase the number of customers receiving shipments tagged with passive RFID incrementally as

customers upgrade their warehousing systems to receive passive RFID tags. “DDC will be tagging shipments to additional delivery locations later this year in support of passive RFID implementation across DOD,” said Lieberman.



Passive RFID tags are comprised of a microchip embedded in an antenna and enclosed within a thin label. A passive RFID interrogator is used to activate the tag and transmit the information that has been burned onto the tag to a warehouse management system.

Contract awarded for installation of RFID equipment across DDC distribution network

By Jessica Walter, DDC Command Affairs

The Defense Distribution Center (DDC) awarded a contract with an estimated value of \$14.6 million to ODIN Technologies of Dulles, Va., for the installation of passive radio frequency identification, or RFID, equipment throughout DDC's global distribution network in May.

The initial 12-month base period of the indefinite delivery/indefinite quantity contract has an estimated value of \$7 million with two one-year options estimated at \$3.8 million.

The contract includes the purchase and installation of passive RFID tag readers and other supporting equipment as well as printers able to produce labels with embedded passive RFID tags.

"Implementing this comprehensive passive RFID system across the organization ensures DDC is in compliance with the Department of Defense policy to have all our distribution centers capable of receiving incoming shipments tagged with passive RFID from vendors and other distribution centers and shipping points within our network," said Janet Cravener, Chief of DDC's Logistics Policy Division.

The DOD policy for the use of passive RFID tags within the military supply chain requires distribution centers to be capable of reading the data on incoming passive RFID tags as manufacturer's begin tagging their products in compliance with DOD acquisition regulations.

"DDC is better positioned to ensure the combat readiness of America's Warfighters by leveraging passive RFID technology to further improve our inventory management processes."



Incoming shipments pass through a passive RFID reader at DDSP.

Each passive tag carries a small amount of data that acts as a license plate to uniquely identify the contents of the container to which it is attached, providing opportunities for improved asset control.

"DDC is better positioned to ensure the combat readiness of America's Warfighters by leveraging passive RFID technology to further improve our inventory management processes," said Cravener.

As each tag passes through the readers in the distribution centers, the tag's data is uploaded to DDC's distribution and warehousing system. "When the data is received, it is associated with additional data about the shipment as a result of electronic notification by the manufacturer," explained Larry Loiacono, leader of DDC's Information Operations Wireless Team.

DDC expects to have passive RFID capabilities at all 26 sites worldwide by the end of 2007, with the 19 distribution centers within the continental United States outfitted by the end of September 2006.

ODIN Technologies will begin assessing DDC sites for the installation of passive RFID equipment immediately.

Survey said: DPMS improving processing time

By Fran Mutschler, DDC Transportation Operations

The results are in!

In April 2006, vendors using the Distribution Planning and Management System (DPMS) for more than six months were randomly selected to participate in a survey. More than 70 percent of the Defense Distribution Center's (DDC) DPMS vendors surveyed reported improvement in order processing time.

Of the 70 percent reporting an improvement, most were able to process at least one day faster and some indicated three or more days faster.

One vendor said that prior to using DPMS, 98 percent of their orders were shipped two days after receiving the order and 100 percent were shipped within eight days after receiving the order. Since implementing DPMS at their site, this vendor ships at least 80 percent the same day as receipt of the order and 100 percent are shipped within two days after receiving the order.

Freehold Manufacturing Assembly Company, located in Little Silver, N.J., said, "Being able to ship in minutes instead of days is wonderful!"

"We are very pleased with these results," said DDC Transportation Operation Chief Rich Hawkins. "We knew DPMS was improving things, but we didn't realize how much until we saw the survey results. DPMS users are getting exactly what we planned with DPMS – faster access to data, faster shipping, and improved accuracy in shipments."

One key to shipping faster is that DPMS allows vendors to access current shipping addresses in seconds. No longer do vendors have to fax or email and wait for a response, Hawkins said.

By reducing the amount of work associated with obtaining addresses and order fulfillment, 61 percent of the vendors surveyed said that their administrative workload has been reduced. Vendors also reported that DPMS eases the process for generating 2-D bar codes on the military shipping labels. In addition to speed and ease of use, vendors reported reductions in

mislabeling and lost packages.

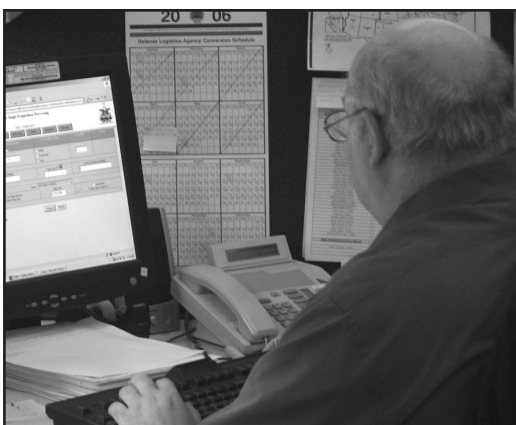
Electronic Transformer Corp., located in Paterson, NJ, wrote "After working as a defense contractor for 25 years, and going through various changes, this is one of the best changes ever made for DLA."

Eastern

Carolina Vocational Center, located in Greenville, N.C., said, "We do not have to wait on addresses so we can ship orders faster and get paid sooner."

Caterpillar Inc., located in Morton, Ill., said, "We highly appreciate the assistance of Merle Winnick and Cindy Eslinger [of the DDC Transportation Planning Team] in our operations ... they are very dedicated employees who provide excellent customer service!"

The survey response rate was exceptional, Hawkins said, and the results are an affirmation of the DPMS web initiative objectives.



Merle Winnick, a member of DDC's Transportation Planning Team, ensures vendor material gets to Warfighters faster.

Number of vendors using online distribution resource climbs to 1,000

By Jessica Walter, DDC Command Affairs

Fewer returned shipments due to improper labeling and getting supplies to the Defense Distribution Center's warfighting customers faster are the primary benefits of DDC's online distribution resource that signed up its 1,000th vendor this week.

Distribution Standard System – Vendor Module, or DSS-VM, is a component of the Distribution Planning and Management System (DPMS). DSS-VM is an on-line system that allows vendors shipping cargo to DDC sites and customers to access up-to-date shipping addresses and print military shipping labels at their locations.

"Our customers are constantly on the move, so having an accurate address on the shipping label is critical," said Rich Hawkins, Chief of DDC's Transportation Division.

Alpha Enterprises Inc. of McLean, Va., was the 1,000th vendor to sign up for DSS-VM.

More information about DSS-VM is available at www.ddc.dla.mil/dpms.

Fifteen distribution centers recognized for inventory excellence

By Lori Spiegel, DDC Command Affairs

At the April Defense Distribution Center (DDC) Leadership Conference inventory accuracy was alive and well. The proof was in an award ceremony in which 15 distribution centers were recognized for meeting all accuracy goals as of February 2006. DDC Commander BG Mike Lally, USA, presented inventory awards to those distribution centers that met all goals.

To improve inventory accuracy, DDC “swarmed” all inventory concerns. This three-year effort has realized dramatic results.

“Due to the Swarm initiative, we have seen a tremendous improvement in inventory accuracy over the last three years across the entire organization,” said DDC Inventory Integrity Program Manager Chris Lubic. “In 2003, only 39 percent of the total inventory categories were within goal. In our sample inventory conducted in February, 75 percent of the categories met or exceeded the performance standards.”

In addition, DDC’s denial rate trend is at an all-time low, and the absolute adjustment rate has decreased from 19 percent in fiscal year 2002 to just 4.1 percent in the first quarter of fiscal year 2006.

“The success of DDC’s inventory accuracy is due primarily to the Swarm initiative that has trained more than 3,000 employees to date,” Lubic said.

The following nine distribution centers received recognition for repeated achievement of inventory goals: DDAG in Albany, Ga.; DDBC in Barstow, Calif.; DDDE in Europe; DDDK in Korea; DDGM in Guam; DDPH in Pearl Harbor, Hawaii; DDPW in Puget Sound, Wash.; DDRT in Red

River, Texas; and DDYJ in Yokosuka, Japan. DDYJ has met semi-annual performance inventory integrity goals 11 consecutive times from February 2001 through February 2006.

Receiving awards for the first time were DDCO in Columbus, Ohio; DDJC in San Joaquin, Calif.; DDNV in Norfolk, Va.; and DDSI in Sigonella, Italy. The distribution centers with the most notable inventory accuracy improvements were DDJC and DDNV.

An award was also given to Defense Distribution Depot Kuwait, Southwest Asia (DDKS) and Defense Distribution Depot Mapping Activity (DDMA) for meeting all inventory accuracy goals. These two sites operate on different standards and procedures, but have been top performers for inventory accuracy.

All 15 distribution centers also received a signed letter from DLA Director VADM Keith W Lippert, SC, USN. “Inventory accuracy is critical to the combat readiness of our customers,” the letter states. “During the last three years, DDC made significant strides in improving inventory integrity and ensuring top quality logistics support to the Warfighter. System changes, process improvements and training provided by the Swarm initiative have dramatically reduced errors effecting inventory accuracy.”

BG Lally also presented commander’s coins for the accountable officer at each of the 15 distribution centers for their roles in making the Swarm initiative a success. A commander’s coin was also presented to six members of the Inventory Integrity team from DDC headquarters.

“Congratulations to all of you,” said Lubic at the end of the awards ceremony. “The importance of accurate records to our customers is second only to the importance of asset availability as we issue materiel to the Warfighter. Please extend our gratitude and congratulations for a job well done to all the dedicated employees who have been engaged to improve the processes, procedures and accuracy of their daily transactions. Your commitment to excellence has paid off.”

“Share this with your people,” BG Lally told the commanders. “Everybody in the entire organization has achieved a significant accomplishment. Our goal is to become green across the board at all 26 sites. We must pay attention to detail to maintain inventory accuracy and to make it part of our everyday standard business practice. This is how we can be successful.”

Since fiscal year 2003, DDC has decreased the value of adjustments by more than \$6 billion. As a result of the Swarm initiative, the absolute adjustment rate has fallen nearly 15 percent and is now well within the DLA goal.

The DDC Swarm initiative sought to improve the inventory integrity in the more than 5 million physical warehouse locations and more than 3.7 million accountable balance records. Inventory integrity is a top priority for DLA and DDC.



DDC Commander BG Mike Lally, USA, presented inventory awards at the Leadership Conference to 15 distribution center commanders for meeting all accuracy goals as of February 2006. Receiving awards were distribution centers DDAG, DDBC, DDDE, DDDK, DDGM, DDPH, DDPW, DDRT, DDYJ, DDCO, DDJC, DDNV, DDSI, DDKS and DDMA.



DDC Commander BG Mike Lally, USA (middle), presented a commander’s coin to six members of the Inventory Integrity Team from DDC headquarters for their commitment to inventory excellence. Left to right: Chris Lubic, Denise Kurtz, David Hickey, Jeff Mountz, Jacqueline Smalls and Gregg Feie.

DDYJ “Swarms” to inventory training

By LT Kevin McNulty, DDYJ Public Affairs

In the distribution business, inventory accuracy is absolutely critical to a successful operation. Mechanics can't fix broken equipment if the needed parts, in the right quantities, aren't on the shelf.

To ensure the Defense Distribution Depot Yokosuka, Japan (DDYJ), always has the parts the ships of the Seventh Fleet are counting on, DDYJ is participating in a back-to-basics training approach – the Swarm initiative.

The Swarm initiative was created to improve inventory accuracy and stock management. Employees “swarm” stock problems by focusing on doing the basics correctly at each stage of the material handling process – receiving, warehousing, and stock management.

“The underlying goal is to re-emphasize standard distribution practices,” said DDYJ Accountable Officer Naomi Wilcox. “Luckily for us, those basic principles aren't deviations from how we normally do business.”

DDYJ's inventory accuracy historically has been outstanding, staying at about 99 percent. In December, DDYJ received an inventory accuracy award for meeting the goals set by the Department of Defense (DOD). DDYJ has met or surpassed the goals in every sample inventory for the last seven years.

But Wilcox said the Swarm training, conducted by video conference with the Defense Distribution Center (DDC), was still important. “It allows everyone to keep themselves current,” she said. “It also allows us to tap into the DDC subject matter experts.”

Employees from DDYJ's receiving and warehousing operations received Swarm training in their areas last month. Another training session

focusing on keeping items ready for issue, is scheduled for later this year.

The Swarm initiative is just one method DDYJ is using to ensure outstanding inventory validity and stock readiness. DDYJ has also created a cross-training program that teaches workers in different areas how their actions affect DDYJ's operations.

An additional training session later this year will focus on how items are packaged for storage. Correct packaging is critically important in preventing the item from deteriorating in storage, and can also make it easier to count when inventoried.

In the end, it's about more than keeping the books accurate. It's about having the parts the customers are counting on.

DDC rapidly reissues supplies lost in plane crash

By Jessica Walter, DDC Command Affairs

Collaborating with the Armed Services and DLA, the Defense Distribution Center (DDC) staff worked diligently to reissue 17 pallets of materiel on board a cargo plane that crashed at Dover Air Force Base in Delaware April 3.

The pallets, built at Defense Distribution Depots Susquehanna, Pa. (DDSP), and Red River, Texas (DDRT), included repair parts and other supplies valued at more than \$700,000. They were destined for DDC customers fighting the Global War on Terror.

“DDC immediately took action to verify which shipments were on board,” said Denise Parker-Kanelos, Chief of DDC's Customer Support Operations Division. DDC's Customer Support Army Team quickly identified the parts and provided the data to the DLA Headquarters Army Team. DLA

made the immediate decision to reissue DLA-managed parts and provided swift coordination with the right Army Materiel Command decision makers who authorized reissue of Army-managed materiel. The effective coordination of information across all parties resulted in orders being expedited almost immediately to the Warfighter.”



The C-5 Galaxy carrying pallets of materiel from DDC distribution centers crashed just outside Dover Air Force Base April 3.

In addition to DDSP and DDRT, four DDC sites aided in the effort to rapidly reissue materiel: Defense Distribution Depots Anniston, Ala. (DDAA); San Joaquin, Calif. (DDJC); Kuwait, Southwest Asia (DDKS); and Tobyhanna, Pa. (DDTP).

As officials at Dover Air Force Base recovered the cargo from the crash site, it was returned to DDC. According to Parker-Kanelos, the returned shipments were inspected for damage and disposed of or placed back in stock depending on the condition of the materiel.

Investigators determined that human error caused the C-5 Galaxy to crash in a cornfield just outside Dover Air Force Base about 20 minutes after takeoff. No fatalities or injuries were reported.

Nearly a football field long and six stories high, the C-5 Galaxy is frequently used to transport cargo and military and can hold the equivalent of six Greyhound buses end-to-end. Just the sixth crash in the aircraft's 38-year history, the C-5 has a solid reputation for reliability.

DDSP receives CINC Award for Installation Excellence

By Sherre Mitten-Bell, DDSP Public Affairs

Defense Distribution Depot Susquehanna, Pa. (DDSP), was selected as the Defense Logistics Agency (DLA) winner of the 2006 Commander in Chief's Annual Award for Installation Excellence.

The official ceremony was held May 5, 2006, at the Pentagon with Under Secretary of Defense (Acquisition, Technology and Logistics) Ken Krieg as keynote speaker and presenter.

DDSP was presented a trophy, an Excellent Installation flag and letter signed by the President complimenting DDSP for achievements in installation excellence.

The Commander in Chief's Award for Installation Excellence recognizes the outstanding and innovative efforts of the people who operate and maintain U.S. military installations. The five recipients of this highly competitive Presidential award, one from each military service and DLA, were selected for their exemplary support of Department of Defense (DOD) missions.

DDSP competed for the award against other DLA agencies as a representative of the Defense Distribution Center (DDC). DLA Director VADM Keith W. Lippert, SC, USN, and DDC Commander BG Michael J. Lally, USA, shared the stage with DDSP Commander CAPT James Naber, SC, USN, as he accepted the award on behalf of his workforce.

"This honor has resulted from the efforts of our people who perform the day-to-day tasks of operating and maintaining one of the busiest and largest defense distribution depots in the Department of Defense. Striving for world-class performance as we supply military customers throughout the United States and the world is a reflection of the dedication and patriotism of our workforce. DDSP

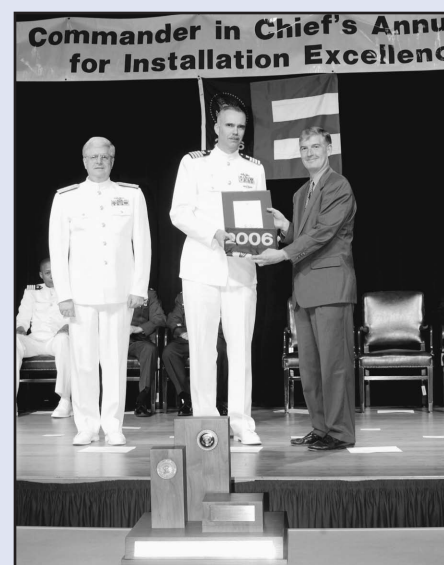


DDSP receives the 2006 Installation Excellence Award: (left to right) DLA Director VADM Keith Lippert, SC, USN; DDC Commander BG Mike Lally, USA; 1SG Alberto Delgado, USA; Gary Wevodau; Herb Messner; DDSP Commander CAPT Jim Naber, SC, USN; Under Secretary of Defense Ken Krieg; Rob Montefour; Renee Hartman; and Maj. Brenden Loton, ARA.

accepts this recognition as a challenge to prepare for the future," said CAPT Naber during his acceptance remarks.

More than two dozen DDSP employees attended the award ceremony held in the Pentagon auditorium. Of those, several were brought on stage to represent a sample of the outstanding programs and initiatives that contributed to the Presidential recognition of DDSP.

The representatives on stage were Senior Enlisted Advisor 1SG Alberto Delgado, USA; Aerial Delivery Distribution Facilities Specialist Gary Wevodau; Morale Welfare and Recreation Programs Chief Herb Messner; Facilities Engineer Rob Montefour; Lean Project Officer Maj Brenden Loton, Australian Regular Army; and Safety & Occupational Health Specialist Renee Hartman.



VADM Lippert (left) recognizes DDSP for Installation Excellence as Secretary Krieg (right) presents CAPT Naber with the CINC Award flag.

DDC's Safety and Environmental Programs unite under one management system

New structure offers consistency, collaboration

By Jessica Walter, DDC Command Affairs

The Defense Distribution Center's (DDC) Safety and Occupational Health Program has been combined with DDC's Environmental Program to create the new Environmental, Safety and Occupational Health Program.

The new structure will provide a consistent management approach to both programs, according to Michael Dobbs, Chief, Environmental, Safety & Occupation Health Office.

"By bringing the two programs together, we can apply the structure of DDC's EMS [Environmental Management System] to Safety and leverage existing resources such as personnel and management systems," said Dobbs.

DDC's EMS is designed to incorporate DDC's impact on the environment into day-to-day business practices and decision making. Under the new structure, the policies and procedures of the Safety Program will also be integrated into this forward-thinking process.

Before the programs were combined, each of DDC's 26 sites around the globe operated generally independent Safety and Occupational Health Programs following broad guidelines and principles, according to DDC Safety Program Manager Dave Mack. With the restructuring of the programs, there will be one overall management system and performance measurements applicable

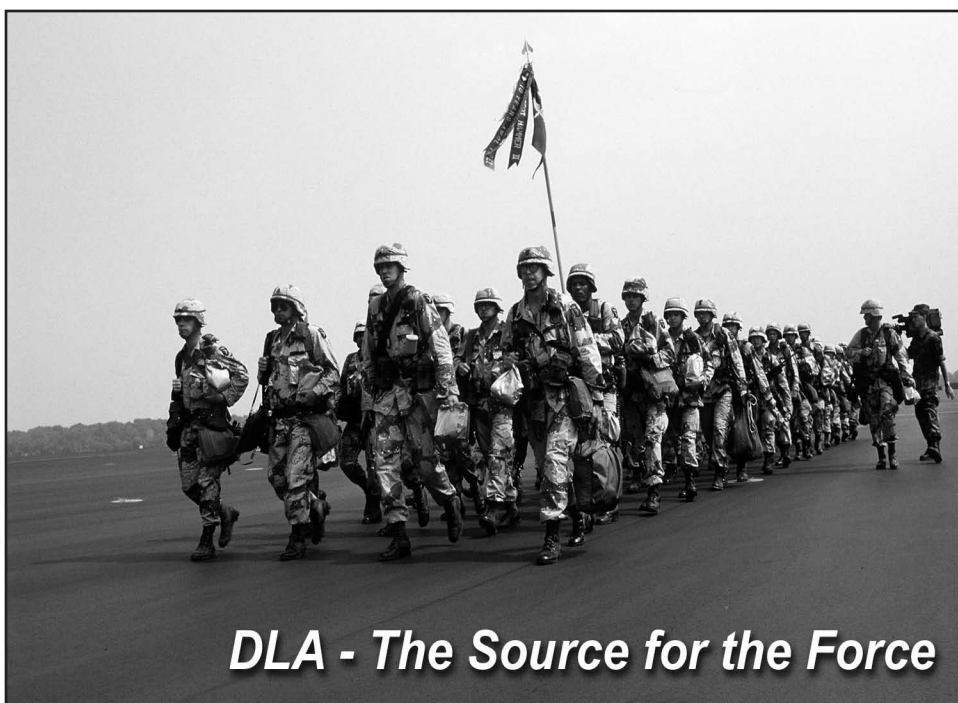
"Our goal is to bring synergy among the programs that will enable consistent control of operations for the Environmental, Safety and Occupation Health Program at DDC."

to all sites providing a more ordered approach.

"I'm excited about opportunity and the positive changes the initiative brings forward," said Mack. "We will be building upon the existing Safety and Occupational Health Program and shifting from a management approach to a collaborative approach."

According to Dobbs, the integration is a smart business decision because there are several overlaps between the Environmental Program and the Safety and Occupation Health Program including the transportation of hazardous materials, workforce protection, emergency preparedness, ensuring the availability of safe drinking water, and asbestos removal.

"Our goal is to bring synergy among the programs that will enable consistent control of operations for the Environmental, Safety and Occupation Health Program at DDC," said Dobbs.



DLA - The Source for the Force

Defense Distribution Center receives DLA Green Products and Services Award

By Gwendolyn Williams, DLA-DES, and Jessica Walter, DDC Command Affairs

The Defense Distribution Center's (DDC) Environmental Management System implementation team, composed of representatives from each DDC headquarters division, is the 2006 recipient of the Defense Logistic Agency's Green Products and Services Award.

DLA Director VADM Keith W. Lippert, SC, USN, presented the award to DDC Commander BG Mike Lally, USA, on behalf of the team April 26 during the DLA Corporate Board meeting.

The Green Products and Services Award was established in 2004 to recognize achievements in providing customers with products or services that assist them in meeting their environmental obligations or that further national goals of environmental stewardship.

"Purchasing products made of bio-based and recycled content is a

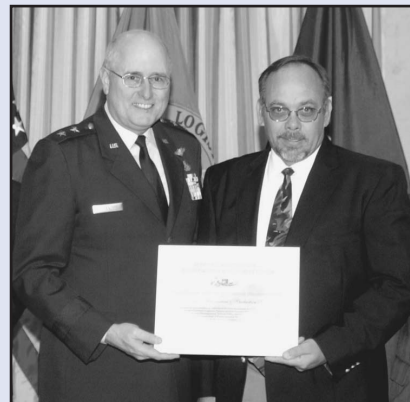
critical part of DDC's commitment to protecting the environment," said BG Lally.

The DDC EMS Implementation Team facilitated the incorporation of green procurement practices into their EMS to promote environmental stewardship. The team was responsible for implementing a contract for a packing material that contains 100 percent post consumer fiber and pioneering the development of specifications for boxes made of recycled content material. These contracts are used by all 26 DDC sites. The accomplishments achieved maximize resource conservation and will benefit the Warfighter, the community, and the environment.

"Our agency is in a unique position to assist our customers in meeting their military needs as well as their environmental obligations by providing them with

DDC's EMS team recognized by DLA Vice Director

By Jessica Walter, DDC Command Affairs

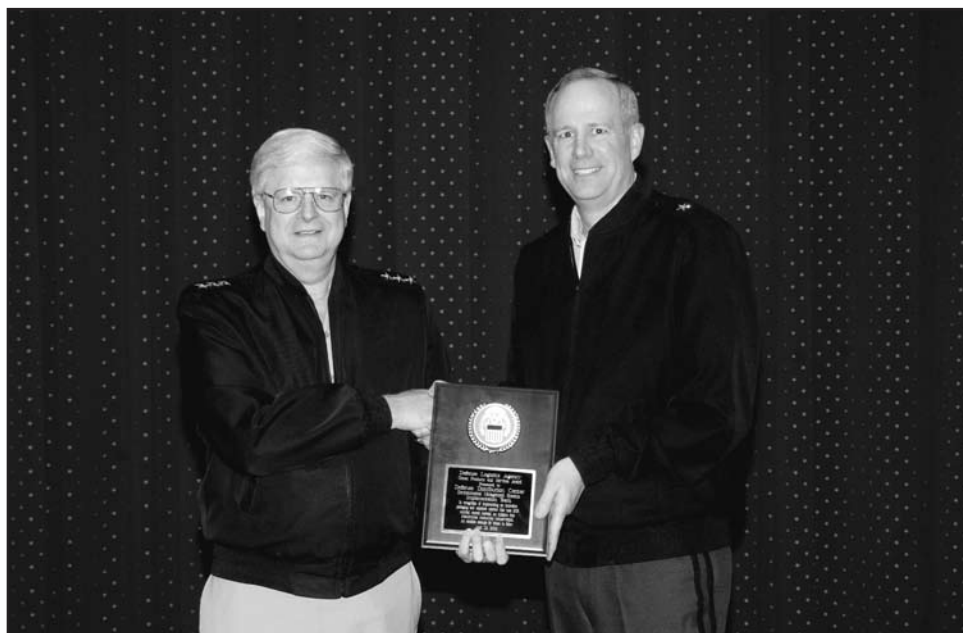


Defense Distribution Center (DDC) Environmental Management Representative Michael Dobbs (right) receives a Certificate of Self-Declared Conformance on behalf of DDC for implementing an Environmental Management System (EMS) from DLA Vice Director Maj Gen Loren Reno, USAF, during an April ceremony.

"This certificate is recognition of the outstanding work DDC's EMS Implementation Team has done to put a mission-focused EMS in place at DDC sites around the globe," said Dobbs.

The DDC EMS Implementation Team is comprised of representatives from each DDC directorate, ensuring all facets of the mission are considered when making decisions related to developing DDC's EMS.

DDC's EMS was certified by DLA in 2005 as conforming to Executive Order 13148, "Greening of Government Through Leadership in Environmental Management," as well as (International Organization for Standardization) ISO 14001, Department of Defense (DOD) and DLA EMS policies, and the DLA EMS Strategic Plan Objective.



DLA Director VADM Keith W. Lippert, SC, USN (left), presents the DLA Green Products and Services Award to DDC Commander BG Mike Lally, USA.

sound environmental logistics” said VADM Lippert who thanked all the participants and encouraged activities to participate in next year’s award.

The Defense Logistics Information Service received an honorable mention at the Corporate Board for their innovation in creating the Environmental Reporting Logistics System/Green Procurement Report, a web-based application that consolidates green purchase data on requisitions processed through DLA and the General Services Administration. Last year alone, the GPR recorded 612,681 individual purchases of green items with a total dollar value of more than \$1.1 million. The GPR helps customers at all levels to effectively utilize taxpayer dollars, preserve natural resources, and protect the environment.



As part of DDC's Environmental Management System, DDC's Acquisition Office implemented a program to purchase products made of recycled content including boxes.



Paper used in packaging is also made of recycled material to promote environmental stewardship.

DDJC is first federal agency in region to be accepted in Voluntary Protection Program

By Doug Imberi, DDCJ Public Affairs

Defense Distribution Depot San Joaquin, Calif. (DDJC), has become the first federal agency in Region IX to be accepted in the Federal Occupational Safety and Health Administration's (OSHA) Voluntary Protection Program (VPP) Challenge Pilot Program.

Region IX includes California, Nevada, Arizona, Hawaii and all U.S. Pacific territories.

The VPP was adopted by OSHA in 1982 to promote excellence in safety and health by recognizing facilities with outstanding occupational safety and health management systems.

Based on a cooperative relationship between management, labor and OSHA, the VPP management system promotes worker protection, requiring active employee involvement and management commitment. The VPP process emphasizes the continual identification and elimination of hazards. In calendar year 2004, OSHA created the Challenge Pilot program as a road map to help organizations meet VPP requirements in three incremental stages. Once an organization successfully completes all three stages and graduates, they are expedited for approval to OSHA's VPP Star Merit Program.

The four key elements of the VPP are Management Leadership and Employee Involvement, Work site Analysis, Hazard Prevention and Control, and Safety and Health Training.

When a site applies for VPP, management commits to operating an effective occupational safety and health program. Employees and unions agree to participate in the program and cooperate with management.

In March, DLA's largest union, the American Federation of Government Employees Council 169 Executive

Board, and DLA reached an agreement to proceed with OSHA's VPP.

The VPP process starts with identifying safety program weaknesses and developing corrective action plans. The personal involvement of leaders, managers and employees in the safety program is key to VPP success. The program also demands upstream accident prevention efforts as well as continuous improvement of safety processes.

DDJC employees will soon see and begin to participate in many VPP related activities. After all VPP elements are in place, the DLA Headquarters Health and Safety Office, serving as a third party, will validate the safety management system and make a determination on measures achieved.

Federal VPP participants typically experience accident rates more than 50 percent below their industry averages. More than 10 years of private industry experience demonstrates safety management systems typically experience a reduction of 23 percent in recordable cases and a 40 percent reduction in lost time cases. Department of Defense (DOD) and federal agencies implementing this approach have seen similar reductions.



DDYJ's Sasebo detachment celebrates 1,000 days accident free

By Jonathan Lontoc, DDYJ Public Affairs

The Sasebo detachment of the Defense Distribution Depot Yokosuka, Japan (DDYJ), achieved a major safety milestone Apr. 30 when it celebrated 1,000 days of operations without an accident.

"Monthly safety training by the section leaders, and our employees training on-site with peers about safety have significantly contributed to this great success," said Youicho Matsuura, the Deputy Director of DDYJ Detachment Sasebo.

The Sasebo detachment is a significant factor in the success of its Yokosuka counterpart that recently received a safety award from the

Defense Distribution Center (DDC). As a whole, DDYJ has operated for four fiscal years – 2002 through 2005 – with a lost-time case rate less than 1.0.

The lost-time case rate approximates the number of work days lost due to accidents for every 200,000 hours worked. DDYJ worked more than 4 million hours during the four year period.

"With over four hundred employees, achieving a lost time case rate of less than 1.0 is quite a feat," said CDR Will A. Clarke, SC, USN, DDYJ's Commanding Officer. "As a world-class distribution center, the team here fully believes that anzen da ichi – our efforts and practices are paying off."

DDYJ Safety Officer Ken Augustine said the rate was well below the average lost-time case rate for commercial warehousing operations. "A lost time case rate of 1.0 puts us among the very best companies in the U.S.," he said. So far this year, DDYJ's lost time case rate is .46, a rate that puts it on par with some of the safest business operations

in the world.

The Department of Defense (DOD) began focusing on safety several years ago when Defense Secretary Donald Rumsfeld challenged all DOD organizations to reduce their accident rates by 50 percent over a two year period. DDYJ was the first of DDC's large distribution centers to meet that goal, and it has since beaten its previous year's record.

DDYJ is the largest DLA activity in the Pacific region, providing distribution support to Carrier Strike Group (CSG) warships stationed in Yokosuka, the Amphibious Readiness Group (ARG) in Sasebo, as well as the ships and major industrial shore commands in Japan, Singapore, Diego Garcia and the Middle East.

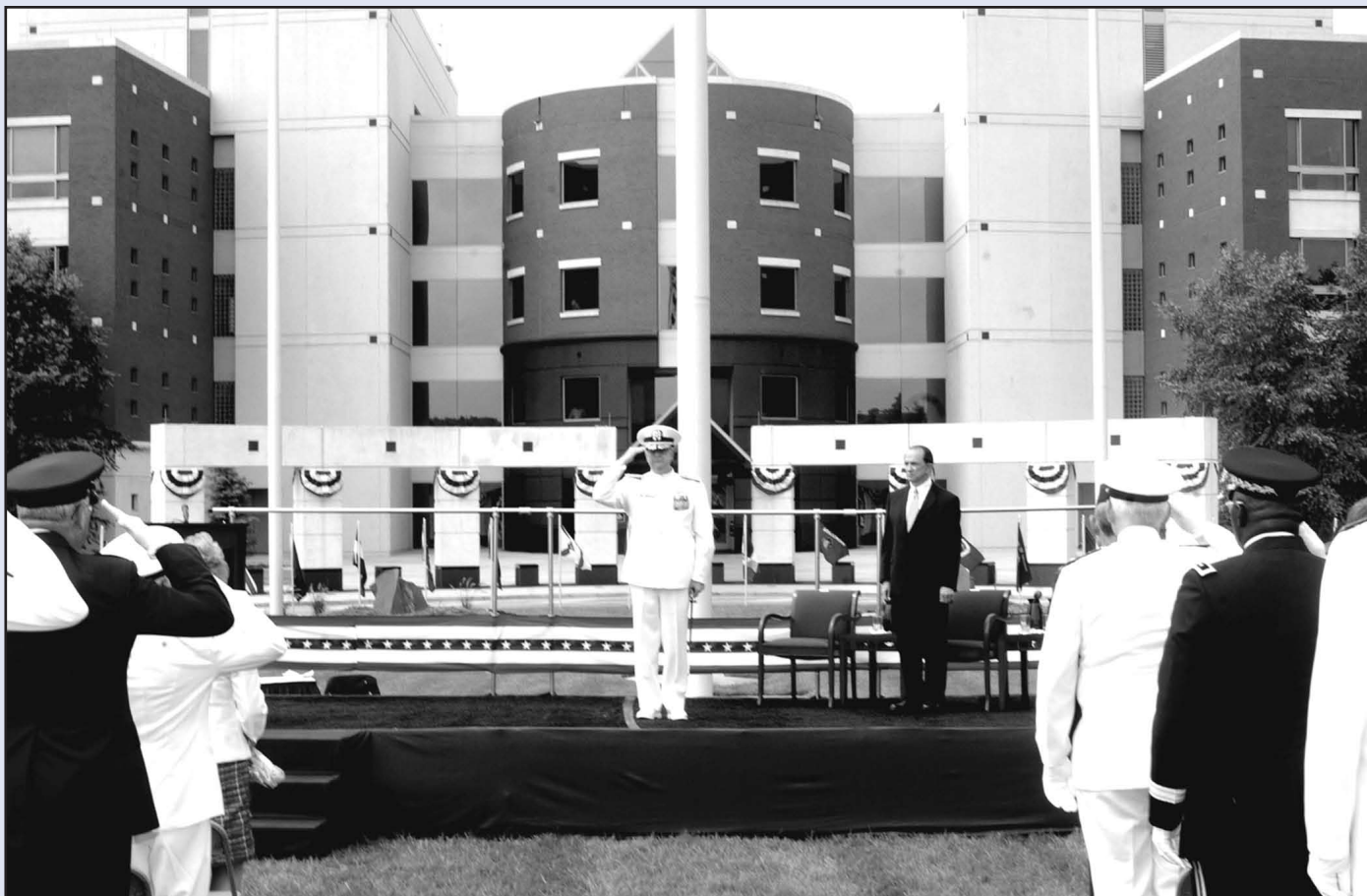
While DDYJ continues to serve its customers in the West Pacific and Middle East, the recipe for maintaining a safe work environment stays on track toward another successful – and safe – year.



Yasutaka Fujimatsu, the leader of DDYJ Det Sasebo Detachment local delivery section, oversees a pier-side delivery. "Accurate and timely delivery operations, with no mishaps, have been performed for years under Mr. Fujimatsu's supervision here in Sasebo," said Youicho Matsuura, the deputy director for DDYJ Detachment Sasebo.



Lippert retires as DLA Director



“It has been an honor to wear the cloth of our nation,” Defense Logistics Agency Director VADM Keith Lippert, SC, USN, said July 14 during his retirement and relinquishment of command ceremony. Culminating a 37-year career in the Navy, VADM Lippert was honored for providing logistics support for so many commodities, including the cloth he wore on his final day as DLA director. VADM Lippert served as the DLA Director for nearly five years.



Gonzales promoted to Senior Executive Service

By Lori Spiegel, DDC Command Affairs

In a ceremony conducted by DLA Director VADM Keith W. Lippert, SC, USN, held at the Defense Distribution Center (DDC) Headquarters, co-workers, family members, and friends gathered to pay tribute to Twila Gonzales who was inducted into the Senior Executive Service (SES) in June.

In July 2005, Gonzales was appointed to the position of Acting Director of DDC's Distribution Reengineering Directorate and became responsible for the direction of the DDC implementation of the Base Realignment and Closure (BRAC) Act of 2005. In this position, she manages the development of all distribution process changes across DDC's global distribution network.

As the Acting Director, Gonzales' responsibilities profoundly affected the entire Department of Defense (DOD) distribution network. BRAC implementation will result in the closure of one and the resizing of 12 distribution centers, the establishment of two new Strategic Distribution Platforms (SDPs), the reduction of storage space by 50 percent, and the realignment of logistical services from the military services to DLA.

These changes will yield an estimated savings of \$2.9B in net present value over 20 years.

"Your attendance today is a tribute to Twila," VADM Lippert, told the group. "Twila will be inducted into the SES after 25 years of selfless and extraordinary service to our nation." VADM Lippert also recognized nine of Gonzales' family members who have a proud history of military service to our nation.

"Appointments to the Senior Executive Service are based on leadership and core competencies such as strategic vision, business knowledge, achieving results, cultivating productive working relationships, strong communication ability, and strength of character," said VADM Lippert. "Twila excels in all of these areas and is a proven leader. She brings a very solid background with her to this new leadership role."

DDC Commander BG Mike Lally, USA, also paid tribute as a member of the induction ceremony and marked the occasion by saying, "It is also an important day for the DDC. Our mission



VADM Lippert administers the oath of office as Paul Gonzales holds the family Bible.

is expanding as we implement the BRAC directives. There's a lot of work to be done, and with Twila leading the Distribution Reengineering Directorate, I am confident we will develop and implement the right concepts for distribution support."

During her speech, Gonzales thanked her family, co-workers, and friends for their support, with a special thanks to her husband. In conclusion, she asked her co-workers and colleagues to stand as she quoted, " 'The first responsibility of a leader is to define reality. The last is to say thank you. In between the two, the leader must become a servant and debtor.' "

As a native of Manteca, Calif., Gonzales began her Federal career as a GS-1 summer hire. During her career, Gonzales served in a multitude of jobs in the program management and analytical positions. Among her various assignments, Gonzales was an active participant in the prototype distribution consolidation effort as part of Defense Management Review 902 and served as BRAC 1995 Program Manager, a member of the DLA team establishing DDC and the DDC Commercial Activities Program Manager.

Gonzales holds a master's degree in Human Resource and Organization Development from the University of San Francisco and a bachelor's degree in Social Science and Education from Sacramento State University. Her awards include the DOD Distinguished Civilian Service Award, DLA Meritorious Civilian Service Award, and DLA Superior Civilian Service Award.



BG Lally congratulates Gonzales.

DDC staff gathers for Town Hall

June 2006

BG Lally provides updates on DDC initiatives, presents awards

By Polly Charbonneau, DDC Command Affairs

BG Michael J. Lally, USA, Commander, Defense Distribution Center (DDC), recognized several employees for their contributions at the DDC Town Hall held June 2, 2006.

Walt Bosdorf was presented the Defense Logistics Agency Meritorious Civilian Service Award for his work as the DLA Contingency Support Team-Iraq customer support representative for the 4th Infantry Division in Taji, Iraq, in support of Operation Iraqi Freedom from September 18, 2005, to March 15, 2006. His extraordinary customer service resulted in highly effective logistics support to the premier Army division engaged in direct combat in Iraq.

Wayne Galloway was presented the Team Performance Award for being part of the DDC team that fielded four new distribution centers overseas in less than two years.

BG Lally then presented several length of service certificates. Roxanne Gabel and Barbara Huss received 25 year certificates. Cindy Eslinger and Wayne Galloway received 30 year certificates.

BG Lally presented his commander's coin to the employees who assisted in the Defense Distribution Depot Warner Robins, Ga. (DDWG), inventory project including Gregg Feie, Dave Hickey, Jeff Mountz, Joe Rutkowski, Jose Abreu, Laura Fritz, and Shannon Hodgson.

BG Lally then updated the DDC staff in attendance on the latest DDC initiatives. DDC's Logistics Operations Directorate led a three-year effort to improve inventory accuracy that was completed in February. BG Lally said the Swarm initiative was a huge success and that the DLA Director was

extremely pleased with the results. The task now, he said, is to sustain the excellent improvements.

Swarm resulted in significant improvement in customer fulfillment and accuracy goals, BG Lally said. Well below the Department of Defense (DOD) goal of 1 percent, the DDC denial rate has consistently been under 0.5 percent. A DDC goal for an Absolute Adjustment Rate, the measure of the financial integrity of the balance records, has declined from 19 percent to 4.7 percent in less than three years. These two metrics highlight the improvements that have been achieved over the past two years and show the emphasis placed on being a responsible steward when handling the supplies vital to our military forces.

DDC's Deployable Distribution Center, DDXX, was the next topic of discussion. In just five months, DDC created the first deployable distribution center. DDXX is a cadre of distribution personnel and equipment ready to deploy within 72 hours to provide distribution services in the event of a natural disaster inside the continental United States. DDXX can receive, store, issue, trans-ship, and maintain in-transit visibility for items needed

for relief efforts like food, water, and construction material. The capabilities of DDXX allow DOD to better serve the U.S. during a natural disaster.

BG Lally then described DDC's dramatic improvements in culture – an astounding 84 percent improvement in the overall cultural index as measured by the DLA culture survey with a remarkable participation rate of 79 percent. During this transformation period, all performance and inventory accuracy measures have improved. BG Lally said that DDC has a world-class workforce and is making progress to achieving a world-class work environment.

BG Lally challenged the crowd to identify what worked and "stay the course." He encouraged continued cooperation and coordination across the organization and information sharing. He then asked the staff to identify new opportunities for improvement. He said it is critical that we effectively use employee's skills; challenge employees; and create more opportunities.

He emphasized that accountability is crucial. He said we must establish clear expectations and hold people accountable for results.



DDPH hosts DLA Town Hall

By Lori Spiegel, DDC Command Affairs

Defense Distribution Depot Pearl Harbor, Hawaii (DDPH), hosted a Town Hall for Defense Logistics Agency (DLA) Headquarters earlier this year. Participants included DLA activities in the Pacific as well as DLA Director VADM Keith W. Lippert, SC, USN, and the DLA Director of Customer Operations and Readiness, Larry Glasco, earlier this year.

At the DLA Town Hall there were discussions on DLA's Business Systems Modernization (BSM) efforts, Global Stock Positioning, and the National Security Personnel System (NSPS), among other topics.

The discussions outlined the future of DLA in the Pacific theater, which involves initiatives to draw down and relocate forces throughout the world and the region. In addition, DLA will implement transformation initiatives, especially Customer Relationship Management (CRM).

"To remain successful, we have to be ready to relocate our assets and change the way we are currently facing our customers," said VADM Lippert. "As the composition of forces throughout the region changes, we have to make sure that we are positioning our workforce properly to get the best return on our investment.

"With CRM, we are transforming the workforce and identifying new roles and responsibilities to make the enterprise stronger. The specifics of how we will look is not really known, but you can be assured that we will do what ever is needed to make DLA a world-class organization and to continue to ensure that we provide the best quality service to our customers, the Warfighters," said VADM Lippert.

The first release of CRM systems capabilities occurred earlier this year. Full implementation is expected in April 2008.

DDC employees earn certificate in Customer Relationship Management from Penn State University

By Jessica Walter, DDC Command Affairs

Eleven Defense Distribution Center (DDC) employees received a certificate in Customer Relationship Management from Penn State University June 21.

In a graduation ceremony hosted by BG Mike Lally, USA, the DDC Commanding Officer emphasized the importance of the curriculum completed by the students. "Customer Relationship Management, or CRM as it is commonly called, is an important DLA initiative. As we continue to examine our operations to see where we can improve,

we realize that just because we provide excellent customer service to America's Warfighters today doesn't mean that we can be satisfied with our level of customer support," he said.

"Instead, we need to be proactive and seek additional opportunities for improvement and integrate these into daily operations," BG Lally continued.

To receive the certificate, the employees completed courses in customer relationship management, interpersonal communication, conflict resolution and negotiation, project management and structures and processes relating to an organization.

The core focus of many of the courses was communication, an essential part of providing world-class logistics support to DDC's customers. "Armed with better communication skills, I am confident that I can better serve my country and the Warfighter," said Supply Management Specialist Jim Weiner.

"I learned that one needs to speak clearly to be understood, but it is even more important to listen to your customer," said Roxanna Covert, Supply Systems Analyst.



Customer Relationship Management Certificate Program graduates. Top row, left to right: Steve Coiley, Yuna Kocharova, Cindy Lengel, Esther Wade. Bottom row, left to right: Stella Starkoski, Mary Lang, Roxanna Covert, Anna Gensler, Linda Norman. Not pictured: Paula Wallower-Runkle and Jim Weiner.

Traffic Management Specialist Cindy Lengel found that the courses also helped the students build camaraderie with each other. "As we got to know one another, we learned to work as a team – completing team projects, problem solving and supporting one another."

By learning new approaches for communicating effectively with each person they come in contact with during the distribution process, some students feel they are better able to reach resolutions. "The courses presented alternate ways to approach issues and how to resolve those issues while maintaining a win-win relationship," said Linda Norman, General Supply Specialist.

For Esther Wade, Supply Management Specialist, her motivation for providing customer support hit close to home. "As the proud parent of a Warfighter, I want to provide the best possible service because they deserve our best."

Guest speaker Erin Shannon, Director of Continuing Education for Penn State Harrisburg, congratulated the students on their ability to manage multiple responsibilities while completing their coursework over the last two years. "In addition to working 40 hours a week and raising families and caring for households, our graduates, as a group, spent 5,830 hours in the classroom, 11,700 hours in study, and obtained 54 As and 15 Bs."

Graduating from the Customer Relationship Management Certificate Program were Steven Coiley, Roxanna Covert, Yuna Kocharova, Cindy Lengel, Linda Norman, Esther Wade and Jim Weiner from Logistics Operations, Mary Lang and Paula Wallower-Runkle from Financial Operations, Anna Gensler of the Distribution Planning and Management System division, and Stella Starkoski from Business Systems Modernization.

The partnership between DDC and Penn State began in 2001 under the guidance of DDC Deputy Commander Phyllis C. Campbell, SES. Twenty-two employees graduated from the first program, earning a certificate in Business Logistics, in 2003 shortly before additional DDC employees began attending classes for the second program, Customer Relationship Management.

DDC's Reserve Affairs and Mobilization Office invites you to see the world differently

Your opportunity to live in a tent, work 16 hours a day, 7 days a week and love it, is here

By Polly Charbonneau, DDC Command Affairs

The Defense Distribution Center (DDC) currently supports more than 50 different missions in the U.S. and around the world with dedicated civilians, active duty military, and military reservists. The DDC coordinator for all this activity is the Logistics Operations Directorate's Reserve Affairs and Mobilization Office led by Sue Alpaugh.

Alpaugh's team of professionals wowed the DDC workforce at a recent Lunch and Learn with the myriad of programs to which they provide unwavering support.

Each member of Alpaugh's team explained their role and each described it as "the best job I've ever had." They have accepted the call to find the right person for the right place at the right time, every time.

The office is made up of two smaller teams, one concentrating on military reserves, led by Deneen Diggs, and the other concentrating on mobilizing civilians, led by Lisa Walker. Together they have about 50 people deployed every day to places as far away as Iraq and as close as northern Pennsylvania, a short jaunt from DDC headquarters.

"The people that deploy for us are the face of DDC forward," Alpaugh told the near-capacity crowd. "They have to be ready to do great things everyday. They have to live in a tent, work 16 hours a day, seven days a week, and love it.

"You have to have a hunger to serve the Warfighter," Alpaugh said, "and our people do."

Alpaugh's teams support DDC's forward stocking initiatives in Germany,

Kuwait, Korea, and Guam, among others. They also support special request missions like inventory accuracy improvement and rewarehousing.

She also arranged a Crisis Action Team (CAT) composed of 20 reservists who are ready to deploy within 72 hours to support a disaster relief operation or with DDC's new Deployable Distribution Center, or DDXX, if is called into service during hurricane season.

Alpaugh's powerful personality and obvious commitment to her cause has led to huge payoffs for the program. There have been times where she has gotten up to 900 non-DDC reservists to volunteer to give DDC two weeks of their labor.

The Mobilization team is required to recruit, train, and maintain 132 Emergency Essential personnel, or EE. These DDC civilians have to be ready to deploy to any environment, including hostile locales, within 72 hours.

To date, Walker has filled 87 of these billets and is looking for a few more great recruits.

The EE program requires a three-year commitment, a physical examination, and intensive training before an individual deploys. Interested DDC employees should contact their servicing personnel specialist.

While there is clearly a lot of hard work involved in volunteering for Alpaugh's office, there are rewards as well, she said. There is extra pay, including danger pay depending on where a person deploys, overtime, and often awards. The numerous awards received by Alpaugh's



Sue Alpaugh, Chief of DDC's Reserve Affairs and Mobilization Office explains the options available to DDC employees at at recent DDC headquarters Lunch and Learn session.

recruits are another sign she is placing the right people in the right jobs.

Just before Alpaugh closed the session, she showed hundreds of pictures taken by her recruits around the world that told the story of deploying better than any words could.

The last part of Alpaugh's brief was a visit from a special guest, former DDC Commander MG Kathleen Gainey, USA, currently the Deputy Chief of Staff, Resources and Sustainment MNF-I at CENTCOM, Iraq. MG Gainey has some of Alpaugh's recruits working for her now and was able to relate firsthand experiences with them.

"DDC is making a difference everyday for our Warfighters around the world," MG Gainey said. "I want to extend my gratitude to you for all the support you give. I know you support this program that puts people overseas to help expedite repair parts. The requirements aren't going away. We need more people to be part of the team supporting the Warfighter forward.

"DDC is well-respected here," MG Gainey said. "I know those heroes at DDC. I know your professionalism and dedication. And I know I'm asking for more from you. But our Soldiers, Sailors, Airmen and Marines need you. And once you deploy, you'll see the world differently. I am asking you to become one of those forward DDC civilians."



Former DDC Commander MG Kathleen Gainey, USA, thanks the DDC workforce for their support.

DDYJ celebrates 7th Birthday

By LT Kevin McNulty, DDYJ Public Affairs

The Defense Distribution Depot Yokosuka, Japan (DDYJ), marked seven years of service to the Warfighter March 31 with a birthday celebration and Employee Recognition Day.

"The past seven years have been immensely productive and full of notable accomplishments and milestones," said CDR Will A. Clarke, SC, USN, DDYJ's Commanding Officer. "This event shows our appreciation for the employees who have worked as a fabulous team to contribute to the vast success of DDYJ."

DDYJ currently exceeds all performance goals set by the Defense Distribution Center (DDC) and holds the record for consecutive years exceeding inventory accuracy standards. DDYJ provides critical physical distribution support to the military forces operating in the Western Pacific, Indian Ocean, and Arabian Gulf, filling more than 45,000 requisitions a month during this fiscal year.

"DDYJ is doing a fantastic job supporting our military forces in the Pacific," said BG Michael J. Lally, USA, DDC Commander, in a letter to DDYJ employees. "Keep up the great work!"

DDYJ was established April 1, 1999. With more than 400 employees, DDYJ is the largest DLA activity in the Pacific. It is the ninth largest of DDC's 26 distribution centers around the world and holds nearly 74,000 different line items in 3.7 million square feet of storage space.

After the ceremonial cake cutting, DDYJ employees enjoyed lunch before taking to the fields to participate in Employee Recognition Day sporting events such as softball, volleyball, tennis, horseshoes, and



Employees from DDYJ help CDR Clarke (second from right) cut the birthday cake commemorating DDYJ's 7th birthday. From left to right: Supervisory Supply Systems Analyst for the Inventory Integrity Team Takayuki Satoh; Industrial Mechanic James Thompson, CDR Clarke, and Material Expediter SK2(SW)Ivy Cristobal. Photo by Jon Lontoc, DDYJ Public Affairs.

fishing. There was also a dunking booth where, for a small fee, employees had a chance to send their favorite supervisors for a swim.

"It's all in good fun," said SKCS (SW/AW) Bill Nygaard, one of the event's organizers.



DDYJ Freight Terminal Director CDR Guy Sanchez stretches after a swim in the dunk tank during DDYJ's Employee Recognition Day. Photo by Jon Lontoc, DDYJ Public Affairs.

DDC Acquisition Operations Directorate restructured to include A-76 Program Office

By Jessica Walter, DDC Command Affairs

In an effort to meet the changing needs of the Warfighter, the Defense Distribution Center (DDC) A-76 Program Office was recently realigned under the DDC Acquisition Operations Directorate as the Acquisition Management Branch to allow for closer coordination on all acquisition related activities.

“The DDC A-76 Program Office, which includes acquisition planning, is no longer a separate function under the DDC umbrella,” said DDC Acquisition Operations Director Gene Surmacz, “they are our partners.”

The primary responsibilities of the Acquisition Management Branch include facilitating the A-76 studies, acquisition planning, establishing a Continuing Government Activity (CGA) at each site, providing all necessary training to the CGA staff, managing work plans, and assisting in developing a Performance Work Statement (PWS) for each DDC acquisition.

As DDC nears the end of the initial A-76 public-private competitions for mission work, there could be a greater number of distribution centers that are contractor operated. According to DDC Deputy Director for Acquisition Management John Yost, this leads to a need for a project management approach in coordinating acquisitions for the re-competitions of the sites operated by private sector companies.

Acquisition Project Management is a comprehensive approach to acquisitions that includes organizing and directing short-term objectives to accomplish the five key steps in the acquisition life cycle: Acquisition planning, defining requirements, market research, contract execution, and performance management.

According to Surmacz, the reorganization will further enable continuity of all acquisitions by establishing a systematic approach to managing all aspects of acquisition planning proactively, consistently, and on schedule.

“The reorganization will allow DDC to more closely align with customer demands and provide more tailored support.”

The government’s long-standing policy has been that, to the extent it is cost effective, agencies should rely on the private sector for needed goods and services. “This makes it even more important that DDC has processes in place to effectively manage acquisition planning,” said Surmacz.

The general policy governing competitive sourcing is the Office of Management and Budget Circular A-76.

DDC operates 26 distribution centers around the world and one Theater Consolidation and Shipping Point. Eighteen of those sites are operated by government employees. Nine sites are contractor operated.



DDC Acquisition Operations Director Gene Surmacz describes the realignment at a recent DDC Leadership Conference.

DLA J-3 Deputy Director brings message to DDC Acquisition workforce



DLA Logistics Operations Deputy Director Scottie Knott, SES, met with employees of the Defense Distribution Center (DDC) Acquisition Operations Directorate to explain their role in ensuring DLA's acquisition integrity.

Knott briefed the group on new policy changes that are being implemented and will impact acquisition activities. “You’re a key player in ensuring DLA does this correctly,” she said.

DDC Transition Team establishes online resources for transitioning sites

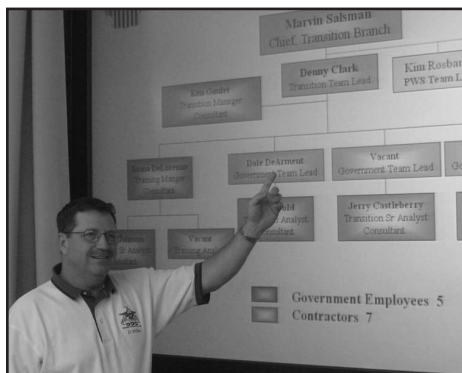
New Transition Process Model and lessons learned database offer best practices

By Jessica Walter, DDC Command Affairs

The Defense Distribution Center (DDC) Transition Team recently established a Transition Process Model and lessons learned database to assist distribution center employees, commanders and other staff during operational transitions or the start up of new sites.

According to DDC Transition Team Chief Marv Salsman, the team's role is to ensure the timely and effective completion of the actions necessary for transition to a government Most Efficient Organization (MEO) or to a contractor run operation. The Transition Team also provides support during the stand up of new distribution centers and the re-competitions of contract awards after the initial contract period has expired.

"Our goal is to conduct transitions without any impact to the mission, and this new database of lessons learned assists in identifying best practices to ensure the process goes smoothly," said Salsman.



DDC Transition Team Chief Marv Salsman explains the Transition Team's structure and responsibilities at a recent DDC headquarters Lunch & Learn session.

Because the Transition Team serves as the single point of contact for the entire transition process – coordinating everything from personnel actions and equipment and facility transfers to implementing process improvements and providing training – the Transition Process Model and new database have been very beneficial in providing guidance on the dozens of activities involved in transition.

The Transition Process Model, according to Salsman, enables a consistent approach to the transition process and provides a library of the most current information and resources available.

The lessons learned database also provides information to personnel involved in the transition process. "We're always striving to learn from past experiences, so this database is very helpful to us," said Salsman, "but it is also a tool the distribution centers use to see what past transitions have involved and what has worked best to see if there is a practice there that they can apply to their own organizations."

The lessons learned database and Transition Process Model are available to DDC employees on the DDC Intranet under the Logistics Operations page. The lessons learned database includes nearly 70 best practices and lessons learned for transition activities including personnel actions, equipment and mission stock inventories, training, property turn in or disposal, re-warehousing initiatives, and workforce augmentation.

"This is a documentation of our experiences," said Salsman. The database was developed based on the feedback received on each feature of transition from every group involved.

The Transition Team, now part of DDC's Logistics Operations Division, was established in 1999 as part of the A-76 Project Office to coordinate the activities necessary for the transitioning sites.

A-76 is a process mandated by law that requires most of DDC's

distribution centers in the continental United States undergo a public-private competition for the completion of mission work.

DDC currently operates 27 distribution centers around the world. Eighteen of those sites are operated by the government, while the other nine are run by contractors from the private sector.

BSM supports DLA's transformation initiatives

By Lori Spiegel, DDC Command Affairs

Employees at the Defense Distribution Center (DDC) gathered for the June Lunch & Learn to hear about Business Systems Modernization (BSM) and its relationship to the transformation of DLA.

"Most of you have probably already seen these two documents," Stella Starkoski of the BSM Office told the group as she held copies of DLA's Strategic Plan and the agency's Transformation Roadmap. "Taken together, these documents outline DLA's goals, strategies, and objectives as well as the agency's commitment to dramatically improve Warfighter support at a reduced cost through a number of initiatives that are transforming the way DLA conducts business."

Starkoski explained that as the first transformation initiative, BSM has laid the foundation for many of the other initiatives. BSM has resulted in some new terminology and concepts for DLA. One example is that DLA has moved away from managing by commodity or by supply centers. Instead, DLA now manages by supply chains.

BSM has also introduced the notion of "process management" by designating a process owner for each of the five basic core processes of supply chain management (order fulfillment, procurement, financial management, planning, and technology/quality).

Starkoski also discussed the extensive nature of support provided by the DDC BSM office to include such activities as participating in the development of process business rules, developing job aids and training end users, resolving system access issues, and creating remedy tickets for problem resolution and system change requests for enhancements.

Although BSM reaches full operating capability in December of this year, according to Starkoski, “the need for this type of support does not go away. If anything, it becomes even more critical as BSM becomes the routine way of doing business across the agency.”



Stella Starkoski of the BSM Office discusses DLA's Strategic Plan and the Agency's Transformation Roadmap at the DDC June Lunch & Learn.

CSO-N changes name to DHRC-N

New name more accurately defines organization's role and is consistent with industry standard

By Lori Spiegel, DDC Command Affairs

The Customer Support Office - New Cumberland (CSO-N) recently underwent a name change to more clearly define its function to applicants and employees. CSO-N is now known as the Defense Logistics Agency (DLA) Human Resources Center-New Cumberland (DHRC-N).

“Outside applicants didn’t know what our function was by our name-customer support,” said Supervisory Human Resources Specialist Darlene Ferrante.

“It was confusing because DLA Headquarters J-4 has a customer support office as well.”

The name change, implemented by DLA Director Human Resources Jeff Neal, applies to DHRC-N and its sister organization in Ohio, DLA Human Resources Center – Columbus (DHRC-C).

Paul Okum, Director, DHRC-N, continues to manage the daily DHRC-N operations, and continues to report to Neal, the DHRC director.

“The area of responsibility for the New Cumberland DHRC-N office remains unchanged. DHRC-N will continue to provide the same services to applicants and employees,” said Ferrante.

Proper interaction with contracted employees ensures DDC maintains highest ethical standards

By Jessica Walter, DDC Command Affairs

In a March Defense Distribution Center (DDC) headquarters Lunch & Learn session, employees were educated on the proper interaction between federal and contracted employees in the workplace.

“We must remember that contractor employees are not government employees,” said Karen Kaufman of the DDC Acquisition Operations Directorate.

Kaufman, along with DDC General Counsel’s Gwendolyn Hoover, provided tips for federal employees to interact properly with contracted employees in order to maintain the highest ethical standards by avoiding possible conflicts of interest or situations that suggest impropriety.

Kaufman and Hoover identified six topics that often cause confusion for federal employees: gifts from contractors, pooling money for office gifts, use of government resources, personal services, contractors’ access to non-public information, and time off for office events.



DDC General Counsel's Gwendolyn Hoover and Karen Kaufman of the DDC Acquisition Operations Directorate (not pictured) provided tips for dealing with contractors in the workplace during a recent DDC headquarters Lunch & Learn session.

Accepting gifts from contractors

“Federal employees may receive gifts with a value up to \$20 from a contractor, but they cannot accept gifts valued at more than \$50 from that contractor within one year,” said Kaufman.

However, Hoover suggested federal employees avoid taking any gift at all. “There’s a perception problem.” According to Hoover, taking gifts from contractors can be viewed as inappropriate and indicative of a conflict of interest.

Pooling money for office gifts

“You can never solicit money from contractors no matter what it is. No exceptions,” said Hoover. This includes pooling money for office gifts such as flowers for someone who is in the hospital or a gift to celebrate a wedding or birth.

This rule also applies to solicitations for fundraisers like selling Girl Scout cookies and school or church candy sales. All of these practices, according to Hoover, are prohibited in the federal workspace. “The only fundraising allowed is the CFC [Combined Federal Campaign],” said Hoover.

Use of government resources by contracted employees

According to Kaufman, government resources include office space, telephones, email and computers. Not all contractors are entitled to the same use of resources because resources are governed by the terms of the contract.

If a federal employee has questions about government resources available to a contractor, Kaufman suggested the employee contact the Contracting Officer's Representative (COR) for that contract.

Personal service situations

It is illegal to receive personal services from a contractor, according to Kaufman. "Personal services are any activity that makes contractor personnel appear to be government employees," said Kaufman.

To avoid personal service situations, Kaufman suggested that federal employees refrain from supervising contractors, do not enroll contractors in training classes not included in the contract, and use only the COR to give direction to the contractor.

"Supervisors don't supervise and direct the work of contracted employees," said Hoover. "The work is being managed through the contract, not through the supervisor in that division."

Providing non-public information to contractors

"As government employees, we must protect sensitive government information," said Kaufman.

Before disclosing non-public information to a contracted employee, Hoover and Kaufman suggested asking the following questions:

- Do I have the legal right to provide the information?
- Do I need permission to provide the information?
- Is the information within the scope of the contract?
- Is there a need for the contractor to know this information?

"If you answer 'no' to one or more of these questions, don't disclose the data," said Kaufman. "When in doubt, contact the COR or ethics advisor for guidance."

Time off for office events

According to Hoover and Kaufman, because contractors' duty time is determined by the terms of the contract, the same rules that apply to federal employees may not apply to contractors.

For events like office lunches or picnics when all employees are invited and share equally in the cost of the event, the

participation of contractors must be voluntary and not on duty time, according to Kaufman.

Hoover and Kaufman suggested that federal employees become aware of whether the people they are working with are federal employees or contractors in order to avoid improper situations. "Take a glance at the badge they're wearing and know who you're dealing with," said Hoover. Contracted employees will be identified as contractors on their badges.

Additional information about the proper interaction between federal and contracted employees is available on the General Counsel and Acquisition pages of the DDC Intranet.

In an effort to keep employees informed, DDC headquarters began holding monthly Lunch & Learn sessions in April 2005. Presentations from each session are available on the DDC Intranet.

DDC Mediation Program is a win-win for all

By Lori Spiegel, DDC Command Affairs

"Using mediation to resolve EEO [Equal Employment Opportunity] complaints will save time and money, improve morale, and establish good working relationships between employees and supervisors," said Defense Distribution Center (DDC) EEO Manager Ernesto Lopez.

Mediation allows parties to resolve conflicts with the assistance of a neutral third party called a mediator. The mediator addresses the issues, disputes, and concerns in employment discrimination complaints and assists both parties to find their own solutions.

"The mediation program is strictly voluntary," said Lopez, "but it is highly encouraged for employee discrimination complaints."

If an employee wishes to mediate a dispute, he or she should contact an EEO pre-complaint counselor (listed below) who will then coordinate the mediation and work closely with the DDC EEO Manager.

After the EEO Manager makes the decision to accept the issues as appropriate for mediation,

the mediation will be confirmed to the employee in writing and a session will be scheduled with the employee, management officials, and the mediator.

The goal of mediation is to identify the issues, explore settlement solutions, and preserve or mend the working relationship. The mediation process begins with the mediator and the parties sitting together in one room.

The mediator explains how the process works and answers questions. Each person then explains his or her perspective of the conflict with the mediator taking notes, which are destroyed at the end of the mediation. Afterward, the mediator may meet privately with each party to continue discussing the problem in confidence and work toward finding resolution.

"If a settlement is reached, a memorandum of the agreement is written and signed by all parties," said Lopez. "Once this agreement is approved, it is binding on all the parties involved."

If both parties do not reach an agreement, the case proceeds to a final interview, after which the employee may continue to the formal complaint stage for investigation by an independent fact finder.

"Mediation resolves disputes quickly, improves relationships and communication, promotes understanding between management and employees, and is less costly than long-term litigation," said Lopez. "It is a win-win for all who are involved in the process."

Use of mediation to resolve EEO complaints for DDC employees was implemented by the Defense Logistics Agency in 1997.

For additional information on mediation, visit the EEO website on the DDC Intranet: <https://ddcnet.ddc.dla.mil.commandstaff/eo> or contact the DDC EEO office at 717-770-4128 (DSN 771).

Mediation Contacts

DDC, DDSP, DDTP: Jim Campbell,
(717) 770-8130 (DSN 771)

DDJC: Richard Maldonado,
(209) 832-4014 (DSN 462)

All other sites: Counter Technology,
Inc., 1-800-783-4284, TDD (301)
907-7534, email: ctieeo@aol.com

Col Sarah Smith assumes command of DDHU

Col Raymond Corcoran bids farewell after one-year tour

By Stacy L. Umstead, DDC Command Affairs Office

Col Raymond Corcoran, USAF, relinquished command of Defense Distribution Depot Hill, Utah (DDHU), to Col Sarah Smith, USAF, June 26, 2006, in an official ceremony held at DDHU's Deployable Medical (DEPMED) Operations. Defense Distribution Center (DDC) Commander BG Michael J. Lally, USA, presided.

With one of DDHU's DEPMED containers serving as the stage, BG Lally welcomed attendees to the ceremony and highlighted DDHU's accomplishments during Col Corcoran's tour as commander. "Ray and the DDHU team responded well to challenges, partnering with United States Army Medical Maintenance Agency (USAMMA) and the Federal Emergency Management Agency (FEMA) to provide a custom field hospital capable of servicing 3,000 to 5,000 injured during stateside disasters," said BG Lally.

"Another example of responsive support was when Team DDHU assembled 5,000 combat lifesaver kits in less than five days for immediate issue in Iraq – 3,000 in support of the tsunami relief; and 2,000 kits were prepared in just three days in support of Hurricane Katrina relief efforts," BG Lally continued.

Col Corcoran thanked the DDHU workforce and logistics partners EG&G for their support and gave a special thank you to his deputy commander, Gary Boerens, for his knowledge and expertise.



Col Sarah Smith, USAF.

Col Corcoran's next assignment will be as Commander of the 319th Maintenance Group, Grand Forks Air Force Base, N.D.

With more than 27 years of military experience, Col Smith comes to DDHU after having served as the Deputy to the Assistant

Deputy Under Secretary of Defense (ADUSD) for Materiel Readiness and Maintenance Policy. Col Smith served as the principal advisor to the Under Secretary of Defense for Acquisition, Technology and

Logistics on all aviation maintenance issues and was the principal military advisor to ADUSD. She was responsible for the development and the implementation of Department of Defense (DOD) policy on weapons systems and equipment issues. Col Smith was the lead for Office of the Secretary of Defense (OSD) projects Condition Based Maintenance Plus and the DOD Continuous Process Improvement Transformation Guidebook and OSD Policy.

Col Smith thanked everyone for her welcoming to Hill, Utah, and reflected on her previous assignment. "When I was at OSD, I would hear about the F-16s performing their mission and I would comment to my colleagues, 'My depot supports those F-16s.' "

Col Smith continued by addressing DDHU's important mission of providing lifesaver kits to the Warfighter. "You support those wounded Soldiers, Sailors, Airman and Marines by providing them that 'Golden Hour of Life' that is so critical. I am honored to be your Commander."

MSF linked to Denison culture model

By Lori Spiegel, DDC Command Affairs

Beginning in January 2005, all DLA supervisors were required to participate in Multi source Feedback (MSF). Since then, 19 of the Defense Distribution Center's (DDC) 26 distribution centers have participated in the program, with another seven centers scheduled to participate in the third quarter of 2006.

MSF is a process of providing anonymous, questionnaire-based feedback to supervisors from co-workers, employees, and managers on leadership behavior. It is often referred to as "360 degree feedback" and the tool is linked to the Denison culture model.

The supervisors being assessed, invite all direct reports, up to five peers, and a boss to rate them. They

"Ultimately, this tool can help develop better supervisors and leaders."

also complete a self assessment. The completed surveys are mailed directly to Denison by the participants or submitted electronically to safeguard the anonymity of the raters.

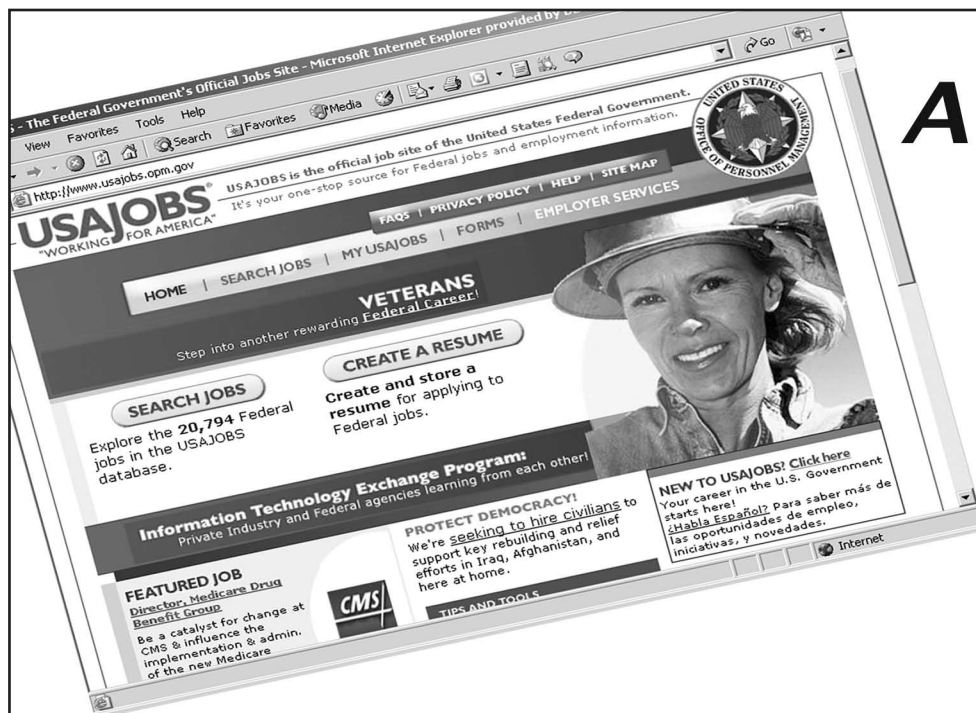
The surveys are analyzed and a report is produced, which is then delivered to the participants for use during a video teleconference or live broadcast feedback session. The feedback session is designed to help the participants understand the results and select two areas for individual growth and development.

Supervisors who are currently part of the DLA New Supervisor Certification Program will be participating in MSF at varying times throughout the next two years. These supervisors will participate in MSF two times—at the end of their first year of certification and again at the end of their second year of certification.

The results of the MSF are then shared by each new supervisor with an executive coach. Together, they develop an action plan that becomes the foundation of second year developmental activities.

"Ultimately, this tool can help develop better supervisors and leaders, thus influencing our culture and climate," said Paula Kluczynski, DLA Training Center Tier II program manager.

For more information about the DLA plan for MSF, contact Mary Morrison, DDC Liaison at DLA HQ, at mary.morrison@dla.mil or Harley Mills, DLA Human Resource Center,



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What motivates you to do a better job?

As part of the continuing focus on improving leadership agency-wide, the staff of the *DDC Review* asked employees what motivates them. The first round of responses were printed in the Spring 2006 issue. The common theme was that each employee is different, and good supervisors learn how to motivate individual employees to unlock their potential.

If you would like to submit a response to our question, please use the DDC Review Feedback form at www.ddc.dla.mil/Review/feedback.asp. Responses will be posted to *DLA Today & Tomorrow*. Anonymous responses are accepted.

It is the mission that motivates me to do a better job and knowing that, no matter how big or how small my contribution



Jose Bermudez, DDPH

is, I am helping our country to fight the war on terror. I am also motivated to help the victims of natural disasters.

The motivation to do a better job comes from personal pride and constant efforts at self improvement with the hope of succeeding in accomplishing a better job. My motivation is to support the Warfighter so that he or she can accomplish their mission. I will always be trying to do a better job so that others can succeed at their jobs.



Gilbert Padilla, DDPH

Speaking from experience as a military veteran, just being able to support our Warfighters is a motivator in itself.

Ernie White, DDJC

What motivates employees to succeed?

By John Destalo, DDC Transformation Office

It depends. There are a great number of human motivation theories to choose from and they all appear to be right to some extent.

A basic definition of motivation is that which gives purpose and direction to behavior, therefore anything from a time-off award to a more all-encompassing organizational mission can give purpose or direction to our behavior.

This article on motivation is the first in what will be a series of articles discussing issues related to culture/climate and the principles of Lean.

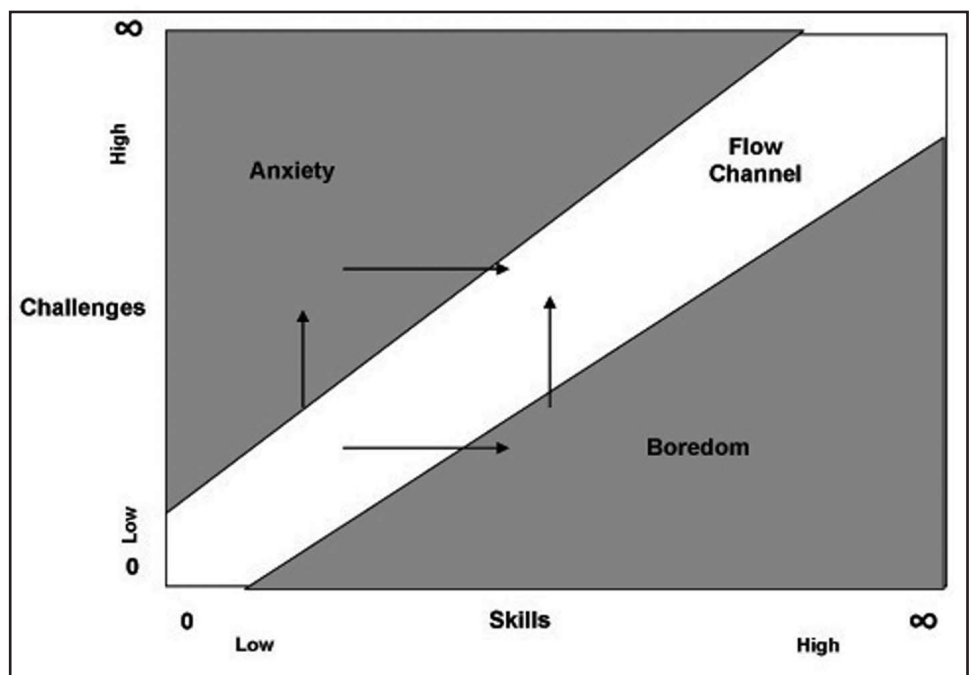
Flow is an important concept within the context of Lean and usually refers to the flow of value to the customer, such as the flow of material through the distribution process to the Warfighter.

But utilizing the theories of famed psychologist and writer Mihaly Csikszentmihalyi, flow can also relate to human motivation. In his book, *Flow: The Psychology of*

Optimal Experience, he extensively researched one of the internal drivers that motivate people, happiness, or as he puts it, "optimal experiences." From his research he determined that the following traits described people's experiences when they felt most positive:

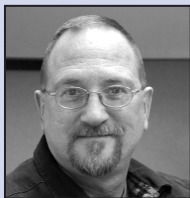
- They are performing tasks they have a chance of completing
- They are able to concentrate on what they are doing
- The task has clear goals and immediate feedback
- They act with a deep and effortless involvement that removes from awareness the worries and frustrations of everyday life
- They feel they are able to exercise control over their actions
- Their sense of the duration of time is altered

He describes the people having these optimal experiences as being



Flow as depicted in Flow: The Psychology of Optimal Experience, Mihaly Csikszentmihalyi (Harper & Row, 1990)

Everyone in the workforce deserves to be treated with dignity and respect. It really is amazing what can be accomplished in this type environment.



Steve Frey, DDSP

What motivates me to do a better job is knowing that I am able to support our troops and Warfighters not only outside of my job but as well as inside. Being able to get them the supplies they need makes me work harder at my job. I take pride in my job on knowing what I know and learning new things all the time. I also like having the opportunity to progress in my job with promotions. The interaction with my co-workers is a very important part of me wanting to do better in my job.

The new Lean processes are also motivators to doing better in my job. I want to know how things work as well as being part of the crew making it work. The challenges that I encounter in my job and the process to overcome them motivates me, as well. I like knowing that in all phases of the processes on my job, I am a vital part.

Cathy Bazan, DDJC

What motivates me to do a better job is the desire to be the best witness for my Lord and Savior, Jesus Christ. Realizing the importance of the tasks I have been given is reflected in my motivation to do my best. I am also motivated by others excellent work ethic which is prevalent here at DDOO.



Linda Bowers, DDOO

Speaking from experience as a military veteran, just being able to support our Warfighters is a motivator in itself.

Ernie White, DDJC

in a “flow channel.” The way people enter and remain in this channel is by having an appropriate balance between challenges they face and possessing the skills to meet these challenges.

Csikszentmihalyi describes people who are challenged but do not have the skills to meet the challenges experiencing anxiety while people who have high skills but are not challenged as experiencing boredom. The movement up the channel occurs by increasing both our challenges and our skills to meet those challenges. The chart describes this flow graphically.

So what does this mean for motivation in a workplace? Can leaders and managers create an organizational context that allows people to work in a flow channel?

How can managers increase an employee’s chances of having optimal work experiences?

Some recommendations for leaders and managers are:

- Ensure your employees are always challenged and have the skills to meet those challenges.
- Provide clear goals
- Provide clear expectations
- Provide immediate feedback on performance
- Remove distractions from the environment so that employees can concentrate— this includes removing tasks that are no longer necessary

What motivates you? Tell us at www.ddc.dla.mil/Review/feedback.asp



DDPW sends lumber to Kuwait to support the War on Terror

By Jessica Walter, DDC Command Affairs



Defense Distribution Depot Puget Sound, Wash. (DDPW), Distribution Process Worker Team Lead Steve Sorgenfrei loads a sea van containing lumber destined for Warfighters in Kuwait onto a truck. The truck will deliver the container to the Port of Seattle where a waiting container ship will transport the shipment to Kuwait.



DDPW shipped more than 100 sea vans of lumber to Kuwait to support the War on Terror.

DDAG loads more than a mile worth of railcars with heavy equipment destined for Iraq

By Jessica Walter, DDC Command Affairs

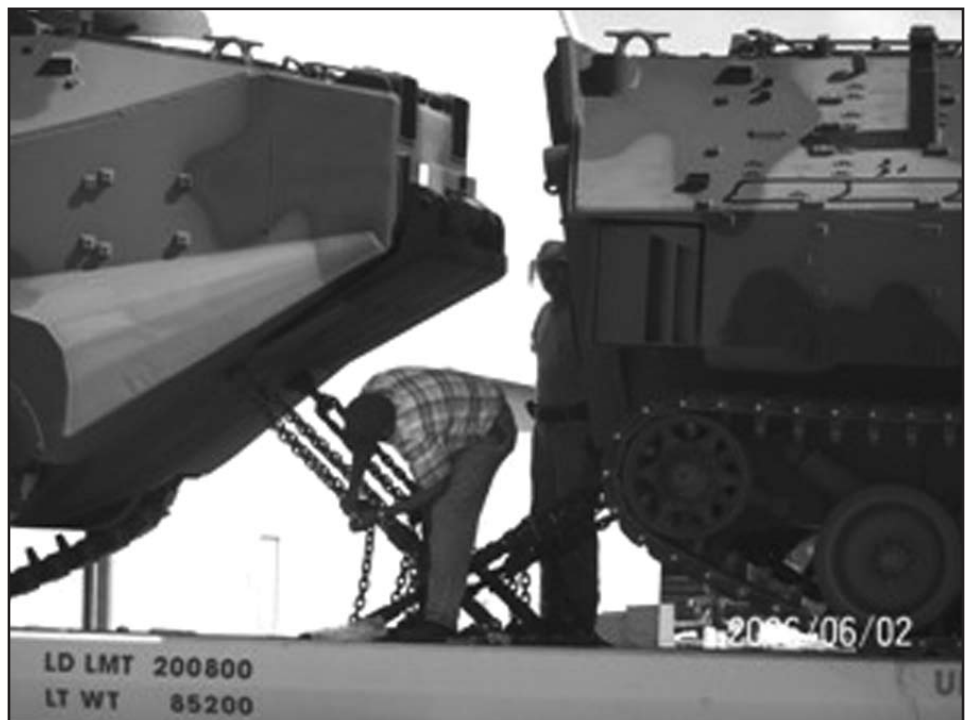
In June, employees from the Defense Distribution Depot Albany, Ga. (DDAG), loaded 262 large military vehicles onto railcars and flatbed trucks for forward movement to Warfighters in Iraq to replace battle worn equipment.

Sending new, rebuilt and upgraded equipment to Iraq is phase one of the Marine Corps' principle end item rotation plan. "Heavy equipment like this – HMMWVs, Light Armored Vehicles, Amphibious Assault Vehicles — really takes a beating in the war zone and extensive repair just isn't possible in the field," explained DDAG Commander Maj Kent Wheeler, USMC.

Nearly 70 rail cars and 23 trucks were needed to ship the equipment to the Sea Port of Goose Creek, S.C., where it was loaded onto ships and transported to Iraq. "Our mission wasn't complete

when the train and trucks left," Maj Wheeler said. "We continued to provide support to the Marine Corps by closely monitoring the movement of the trucks and railcars to the sea port to ensure the entire shipment arrived prior to the ship loading date."

By using the newly upgraded rail system on DDAG's host installation, Marine Corps Logistics Base Albany, it is estimated that DDAG saved the Marine Corps nearly \$100,000 in shipment costs. "It would have taken about 240 flatbed trucks to transport such



DDAG's Douglas Clayton and Leon Odom inspect the chains used to secure the Amphibious.

SUPPORTING The Warfighter

a high volume of heavy equipment,” said Maj Wheeler.

It only took DDAG employees about two weeks to coordinate the loading of the equipment, an accomplishment DDAG Deputy Commander Rita Varner attributes to teamwork. “This operation, along with our daily mission, could not have happened without each individual within DDAG working together as a team,” she said.

“It took each employee pulling more than their weight to ensure that this operation was conducted smoothly, efficiently, effectively, safely and on time,” Varner continued.

Not only was the mission completed at a hastened pace with close attention to accuracy, it was also accomplished in the 95-degree heat and heavy humidity of the Georgia summer. According to some, the dedication of DDAG’s workforce resembles that of the Warfighters they support.



When the massive shipment of 262 new, rebuilt and upgraded heavy equipment left Albany, Ga., the train was about a mile and a half long.



DDAG’s Douglas Clayton and Leon Odom tighten chains that secure the External Boom Forklifts to the railcars.

Maj Smith coordinates processing of HAZMAT in Balkans

In Camp Bondsteel, Kosovo, DLA Area Representative for the Balkans and former Defense Distribution Center (DDC) team lead for the Distribution Standard System – Vendor Module (DSS-VM) Roll Out Team, Maj Paul Smith, USMC (left), coordinated transportation and personnel required to process more than 250,000 kilograms of hazardous waste from Warfighters in the region. The 27.5 tons of HAZMAT were moved to Camp Bondsteel, Kosovo, in April.



Left to right: Maj Smith; David Beasley, Defense Reutilization and Marketing Services (DRMS) Customer Support Representative for DLA-Europe; and Arsim Yner of KBR.



Army customer recognizes DDTP's Graff

By Jessica Walter, DDC Command Affairs

Acting Site Manager at Defense Distribution Depot Tobyhanna, Pa. (DDTP), Penny Graff received a certificate of appreciation and Commander's coin from the Tobyhanna Army Depot Commander Feb. 1 as a demonstration of gratitude for Graff's outstanding customer support.

The certificate from Tobyhanna Army Depot (TYAD) Commander COL Tracy L. Ellis, USA, recognized Graff for her efforts in assisting TYAD with the quick delivery of a surveillance radar system into the TYAD maintenance shop despite incomplete shipping information.

"Your dedication and can-do attitude have enabled TYAD to accelerate its overall logistical support to the Warfighter. We are glad you are part of Team Tobyhanna," read part of the certificate signed by COL Ellis.

"Providing the Warfighters with the material they need and supporting our customers is the most rewarding part of my job," said Graff.

Graff has been DDTP's Acting Site Manager since May 2005.



TYAD Commander COL Tracy Ellis, USA, presents DDTP Acting Site Manager Penny Graff with a certificate of appreciation for her assistance with the accelerated delivery of a surveillance radar system.

DDTP assists in shipment of auxiliary communication shelter

By Jessica Walter, DDC Command Affairs

The Defense Distribution Depot Tobyhanna, Pa. (DDTP), provided rigging and shipping support as part of a joint effort to transport an auxiliary communication shelter in May.

The auxiliary communication shelter is designed to be integrated into missile interceptor systems using land-based radar.

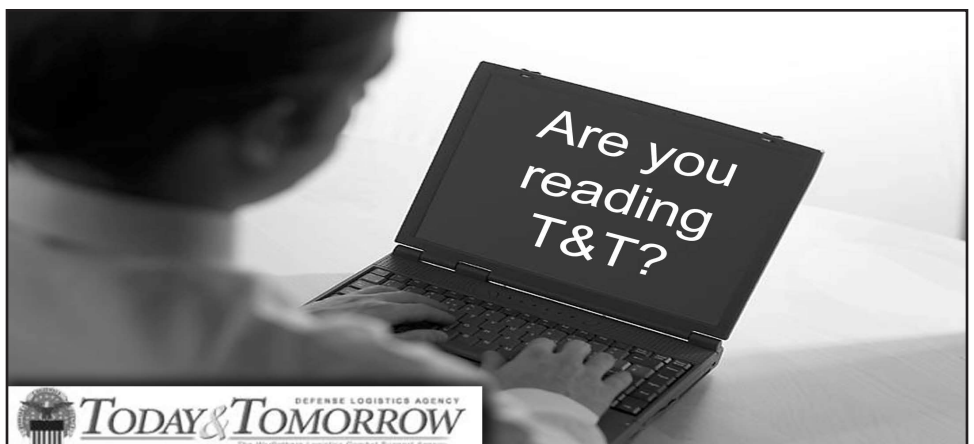
"We were very happy to be part of the team of agencies supporting this effort that will assist in the safety of our military by providing early and accurate notification of threats," said DDTP Commander LTC Yvonne MacNamara, USA.

DDTP Heavy Distribution Team personnel supporting the mission included Distribution Process Work Leader Gene Thomas, Distribution Process Worker Adam Olisewski, Riggers Steve Cebrick and Tom Bonn, and Crane Operator John Jones.

Other agencies involved in the project include Missile Defense Agency, Defense Information Systems Agency, Defense Communications and Army Transmission Systems, and Tobyhanna Army Depot.



DDTP Crane Operator John Jones lowers the auxiliary communications shelter onto a waiting trailer. The trailer transported the communication shelter to the West Coast where it was shipped via barge to a forward location outside the United States.



Sound control blankets seen in action at DDSP

By Sherre Mitten-Bell, DDSP Public Affairs

The Defense Distribution Depot Susquehanna, Pa. (DDSP), Aerial Delivery and Textile team had a unique visit earlier this year when an Army CH47 Chinook Helicopter from Fort Indiantown Gap landed near their facility in New Cumberland, Pa. The DDSP employees had a special interest in checking out the interior of the Chinook, as they are responsible for manufacturing sound control blankets that line the inside body of the CH47.

“This was a great opportunity for all to get an up close and personal look at the actual application of the acoustical sound control blankets manufactured at Aerial Delivery,” said Gary Wevodau, Chief, DDSP Aerial Delivery and Textile team.

In Fiscal Year 2004, the team completed production of nearly 5,000 sound control blankets. The Fiscal Year 2005 production was nearly 5,000 each at 49 National Stock Numbers (NSNs). Their Fiscal Year 2006 program is estimated to include 39 NSNs and approximately 3,000 sound control blankets.

The mission of DDSP’s Aerial Delivery and Textile division is multi-purpose. They inspect, repair, modify, pack, store, and issue Federal Stock Class Aerial Delivery Equipment (ADE) and related items for the Department of Defense. They manage

five separate operational sections that provide contingency cargo parachute re-pack, depot-level ADE repair, military free fall and static line airdrop, warehouse operations, and the manufacture of aircraft acoustical blankets for the Army Material Command (AMC). They also serve as advisors to other agencies on the status of depot aerial delivery assets reserved for war, contingencies and training.

Army riggers and civilians assigned to the Aerial Delivery and Textile division are quite busy issuing Aerial Delivery items in support of the Warfighter. They are fortunate to employ a very unique civilian work force that is familiar with the special needs and requirements of aerial delivery life support equipment.



Margaret Boher sews an acoustical blanket at the Aerial Delivery and Textile operations facility.

Lean partnership between CCAD and DDCT enhances productivity, efficiency

By Jamey Giddens, CCAD Publicist

Corpus Christi Army Depot (CCAD) Lean Staff has partnered with Defense Distribution Depot Corpus Christi, Texas (DDCT), Lean Core Team by sharing their experiences and expertise on Lean Methodology to reduce cost and provide a quality product to the customer. DDCT began its Lean journey with CCAD facilitating a Value Stream Map (VSM) event in May.

DDCT is embarking on the much heralded Lean journey in order to better improve its culture and performance. The Lean journey is driven by the core values of customer first, respect for people, and continuous improvement. The DDCT Lean journey will focus on improving processes and eliminating waste to ultimately provide CCAD and the Warfighter with the best delivery times possible.

The decision to implement Lean principles was made about a year ago, according to DDCT Commander LTC Timothy Orner, USA.

“Back in August of 2005, we at the distribution center established a number of our annual goals,” said Orner. “Becoming a Lean organization was one of those goals. It nested with our higher headquarters’ goals of embracing Lean for many reasons. The number one goal was to have more efficient, effective processes.”

Orner added that providing better return on investment dollars for the Department of Defense (DOD) and DDCT’s customers—CCAD and the Warfighter—in terms of performance, cost and productivity were also pivotal factors for DDCT when deciding to go Lean.

“What happened the week of May 8 was our initial implementation,” said Rich Alvarado of the Lean Material

Management Office. “DDCT put together a Lean Core Team comprised of 12 people, two from each work area with different backgrounds and experience.”

Alvarado said those 12 individuals were then trained on the fundamentals of Lean before mapping out DDCT’s current state, or how business is being done prior to Lean implementation.

“Areas of opportunity (issues, problems, waste) were discovered and the team developed a Future State Value Stream Map that would improve processes,” said Alvarado.

The team also developed an annual implementation plan revealing their hope to reduce overtime by 17 percent. They also hope to be able to process, maintain and deliver materiel to customers at an accuracy rate of 99 percent, according to Alvarado.

“Lean will provide the education and tools they need to have visibility on how they operate and continue to improve,” said Alvarado.

When asked about his team’s initial response to Lean implementation LTC Orner said he was impressed by how the initiative had positively affected DDCT’s morale.

“One thing I like about Lean is how it drives the culture of an organization,” said Orner. “To see the excitement of my team as they are going through the Lean process feeling empowered, it convinces me that Lean is critical to the lifeblood of this organization.”

CCAD Commander COL Timothy Sassenrath, USA, was on hand to sign the charter officially launching DDCT’s Lean journey May 8, 2006.

“Lean is becoming the way DOD does business worldwide,” said COL Sassenrath, “So I’m glad to see DDCT taking this step now in order to be ahead of the curve.”

DDCT serves as the primary wholesale distribution point for major components to support helicopter repair missions for DOD and foreign military sales customers around the world.

DDCT employees participate in CCAD Lean event

By Polly Charbonneau, DDC Command Affairs

Two Defense Distribution Depot Corpus Christi, Texas (DDCT), team members, Anthony Ramirez and Glenn Rogers, both Distribution Process Workers, participated in a Lean event with DDCT’s largest customer, the Corpus Christi Army Depot, or CCAD.

Lean is a continuous process improvement tool that leads to processes changes enabling organizations to do more with less - less human effort, less equipment, less time and less space, while coming closer to providing customers with exactly what they want, when they want it.



Anthony Ramirez, left, and Glenn Rogers, right, two members of the DDCT Team that participated in a CCAD Lean event.

Lean excellence is defined by the customer.

The CCAD Lean event was a process to reduce man-hours and turn-around time for the CH-47 by 30 percent. CCAD’s mission is to overhaul, repair, modify, retrofit, test and modernize helicopters, engines and components for Army, Navy, Air Force, and Marine Corps customers.

Secretary of the Army, the Honorable Francis J. Harvey, attended the Lean event. “He wanted us to understand how important this process was to the

mission of the Army,” Ramirez said.

The first day of the event was an overview of Lean processes to include the six S’s of Lean, value stream mapping, spaghetti charts, five Why’s, continuous flow, Six Sigma, and just-in-time processes.

The group then brainstormed possible areas of opportunity. Once possible opportunities were identified, the group broke into teams to discuss and prioritize the areas of opportunity in an effort to identify and categorize value added proposals.

“We definitely feel that the Lean applications mentioned above can be of great value to DDCT,” said Ramirez. “The key processes within Lean are identifying ‘waste’ from the customer perspective and then determining how to eliminate it. Waste can be anything that is not considered a value-added process or service or even our way of doing business.

“Once waste has been identified in the Current State, we can then work towards formulating new processes in an effort to reach a Future State that encompasses the entire system” Ramirez said.

“My initial reaction to the Lean event is that it will greatly improve productivity and overall proficiency in the accomplishment of our mission,” Rogers said.

“I believe that we at DDCT have much to benefit from Lean initiatives and incorporating them into our way of doing business can only lead to achieving our overall goal in taking care of our customers and will ultimately lead to success in our mission to support the Warfighter,” Ramirez said.

DDDE hosts Lean training

By Tina Tucker and Brian Burkholder, DDDE

The Defense Distribution Depot Europe (DDDE), in Gernersheim, Germany, hosted a recent five-day Lean Training event that included 17 DDDE employees, six employees of DDSI (Sigonella, Italy), and two U.S. military members of the Defense Distribution Mapping Activity (DDMA) collocated with DDDE in Gernersheim.

LTC Lance Koenig, USA, DDDE Commander, hosted the on-site training after an initial introduction to Lean principles presented at the 2005 DDC Orientation for New Commanders.

LTC Koenig and DDDE Deputy Commander Charles Austin echoed identical comments when asked what the benefit of this training has been to the organization, saying, “The ability of the instructors to walk around and assess some of our real-world situations, develop processes to help us eliminate redundancies within our current processes, and then provide our employees with Lean methods and application concepts in restructuring some of our processes has proven to be invaluable.”

New processes and initiatives have begun to take place at DDDE since the training event. One such change has been in the containerization process for trans-shipments to Iraq and Afghanistan. DDDE evaluated the process flows being used at its containerization yard layout and has developed a two-phase process to restructure the worksite.

In the initial phase, two high-tech remote frequency Automate Data Processing (ADP) systems have been established at the specific work location, and by introducing new advance loading configurations, DDDE managers have observed a reduction in the number of containers needing customs exceptions, saving 14 days on selected shipments. Although the Phase 1 initiative is not yet complete, great benefits in processing times are already being noticed.

An evaluation of what used to be an eight-step vehicle load order process shows a trimming down by four steps, reducing the processing time from six days to three days, and saving approximately 17 miles of travel distance per day. The reconfiguration of the staging area has eliminated multiple handling of packaged containers and has considerably reduced processing time.



DDDE, located in Gernersheim, Germany, hosted a 5-day Lean Training event.

DDDE expects to begin Phase 2 soon, and is anticipating another reduction of 9.6 miles per day of wasted travel between the physical worksite and the Transportation Office. This action should reduce processing time by an additional two days and create a one-stop shop.

As the Lean motto states, “When a problem is discovered, celebrate—you just found an opportunity for improvement.”

Leaning DDOO

Training helps teams identify areas for improvement

By Linda Bowers, DDOO

In March, Defense Distribution Depot Oklahoma City, Okla. (DDOO), employees received a week-long training on Lean.

The training began with DDOO leadership learning Lean principles. Nineteen employees were given training for three days with an out-brief to the DDOO Commander, Deputy Commander, Division and Branch Chiefs the following afternoon.

The employees in the training were divided into two teams, one looked at the receiving process and the other studied the maintenance turn-in area.

The groups learned value stream mapping that captures the number of times the item is handled, the distance traveled, whether it is a value added or non-value added action, the wait time of product, and the time employees are waiting in each process.

Additionally, the two groups learned about variability of the process and the need to apply techniques to either eliminate the variability or adapt to various situations.

The teams identified three quick solutions, 16 problem areas that require more research before implementing, and 10 long-term projects.

During the out-brief, employees commented on their new awareness of the importance of their part in the whole process, saying that they now realize that the work they do impacts others down the line and their jobs are much easier to accomplish now that wasted time has been eliminated.



DDOO Employees in Lean training studied the Maintenance Turn-Ins and Receiving areas to identify potential process improvements.

Maintenance Turn-Ins Team (above) back row left to right: Jeremy Solomon, Bonnie Davis, Linda Dickson. Front row left to right: Donnie Wingate, Bill Lee, Jason Larrison, Don Colwell.

Receiving Team (below) back Row left to right: Earnestine McCary, Arnita Alexander, Harold Heck, Becky Hasbell. Front row left to right: Sparky Mendell, Karen Madewill, Rose Trice.



DDJC drinking water system is in compliance with new EPA standard

By Doug Imberi, DDJC Public Affairs

Defense Distribution Depot San Joaquin, Calif.'s (DDJC), Sharpe site's drinking water system is in compliance with the new Environmental Protection Agency (EPA) standard for arsenic in drinking water.

DDJC's Environmental Office spearheaded the effort to modify the current water system and, at the same time, achieved an estimated \$1 million in cost avoidance. The new standard became effective January 23, 2006.

The modification was a direct response to the EPA's new standard for arsenic levels in drinking water that changed from the old standard of 50 parts per billion (ppb) to 10 ppb. Arsenic is a naturally occurring mineral found in aquifers that provide drinking water at the Sharpe site. Typically, arsenic levels average 25 to 30 ppb in the unfiltered water.

DDJC's Environmental Office placed a carbon filter on the drinking water well head, and since that time, arsenic levels can no longer be detected.

DDJC is comprised of two sites – Sharpe and Tracy. Arsenic is not found in Tracy drinking water.

DDJC explored several different options to bring the Sharpe site into compliance. They asked the U.S. Army Center for Health and Promotion and Preventative Medicine to survey the water distribution system at Sharpe. After their survey, they suggested an ion exchange system to satisfy the requirement. The cost was estimated to be \$1.2 million.

"This put the project into the MILCON range which takes years to fund and next to impossible to accomplish by the January 23 deadline," said Maurice Benson, DDJC's drinking water program manager.

This required the environmental office to seek additional alternatives. They looked into utilizing an existing connection to the City of Lathrop's water distribution system which would have resulted in purchasing water from the city. Unfortunately, that could not be arranged fast enough to meet the deadline. Other alternatives were to lease a portable system, or trucking

DDJC Tracy water to the Sharpe site.

During this time, a Granular Activated Carbon (GAC) water treatment system which was being used to treat groundwater for volatile organic compounds was getting ready to cease operations at DDJC Tracy.

Quick thinking on the part of the environmental office led them to consult with the manufacturer of the system to find out if it could be adapted to treat drinking water for arsenic.

The answer was yes and it would cost about \$250,000. Quickly, DDJC had to remove the GAC from the vessels, build a concrete pad and modify piping at Sharpe, move the filter vessels to Sharpe, install them, and fill the vessels with a different filter media to get the system in operation.

"We did this all in about three weeks which was a miracle in itself," said Benson. "It took a combined effort by our environmental and engineering staffs, the Army Corps of Engineers, crews from URS Corp., and Baker Tank to pull this off in time. As far as I know, we are the only water system in the region with an operable arsenic treatment system and one that was compliant with the regulations by January 23, 2006."

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Campbell receives Presidential award



To Phyllis Campbell
With best wishes,

Defense Distribution Center (DDC) Deputy Commander, Phyllis C. Campbell, SES (front row, fifth from right), was presented with the prestigious and unique 2005 Presidential Rank Award for Distinguished Executive earlier this year. The award is presented annually by the President of the United States to outstanding members of the Senior Executive Service who consistently demonstrate strength, integrity, industry, and a relentless commitment to public service.

Former Director of DDC's BSM Office inducted into DLA Hall of Fame

By Stacy L. Umstead, DDC Command Affairs

The late Michael E. Yost, former Director of the Business Systems Modernization (BSM) Office, Defense Distribution Center (DDC), New Cumberland, Pa., was inducted into the DLA Hall of Fame in an April ceremony held DLA headquarters at Fort Belvoir, Va.

DLA Director, Vice Admiral Keith W. Lippert, SC, USN, presided over the ceremony.

Yost, one of six inductees, was honored for his unsurpassed service as the Supply Management Officer for the Defense Distribution Region East (DDRE); the Distribution Facilities Manager; Office of the Commander; Defense Distribution Depot Susquehanna, Pa. (DDSP); the DDC Financial Manager (Comptroller); and DDC BSM Manager.

During his tenure, Yost was instrumental in the implementation of the Distribution Standard System (DSS), while standing up the Department of Defense's (DOD) largest distribution facility, the Eastern Distribution Center (EDC) located at DDSP. Both of these critical accomplishments occurred flawlessly during a most critical time, as DDSP supported the Warfighters of Operations Desert Shield and Desert Storm.

Yost's work on DSS unified the formerly stove-piped warehouse management systems used by each military service and, at the same time, seamlessly merged transportation management; allowing for greater control and visibility of all DDC processes across the organization.

Through Yost's outstanding logistical experience, he implemented continuous process improvements allowing DDSP to reduce customer wait time and meet DLA performance goals. Yost was the driving force in establishing a world-class 24/7 customer assistance center which would eventually evolve into the DLA Contact Center concept.

As DDC's Comptroller, Yost was the senior participant in developing and marketing Net Landed Cost (NLC). In addition, he led the implementation of PowerTrack, a commercial, electronic financial transportation billing system that not only reduces DFAS processing costs by \$70,000 per month, but also reduces interest payments to commercial carriers while providing valuable traffic management data that permits time definite delivery and reduces transportation costs.

As DDC's BSM Manager, Yost continued his quest for efficiency and for cost reduction in the transportation area. While leading DLA's BSM initiative, Yost spearheaded the Distribution Planning and Management System (DPMS). Through the use of DPMS, DLA will significantly reduce transportation costs and give DLA greater visibility of assets inside the supply chain pipeline. Yost's

dedication to process improvement, insistence upon excellence, and commitment to customer service and fiscal responsibility were the hallmarks of his leadership through each position he held.

Ana Yost accepted the honor on her husband's behalf and reflected on his life. "Family was vital to Michael. He lived his life by being

a constant example to his daughters – loving, strong, level-headed, and patient. As a husband, he was a devoted, reliable confidant. We are thankful that he touched our lives and gave us his love and support throughout the years. We miss him each and every day."

Ana also spoke about Michael's other family—his work and his co-workers. "Michael had a profound dedication to the Defense Logistics Agency and the Defense Distribution Center. Michael loved his work and the wonderful people he served with. He truly cared for his career and co-workers. He had the utmost respect for all who crossed his path. Michael brought his strong values, compassion for others, and constant diligence to the workplace to become a strong leader, educator, and mentor to many. He was extremely proud of being part of such a great organization and supporting our men and women in uniform."

The DLA Hall of Fame recognizes and honors former members of the DLA community who have made significant and enduring contributions to the Agency. Membership in the Hall of Fame is open to all former DLA military and civilian personnel regardless of rank or grade. The DLA director appoints a selection board that reviews nominations. The board is comprised of representatives from headquarters staff components and field activities.



The late Michael E. Yost.



Celebrating Michael Yost's accomplishments: Front row, left to right: Jackie Noble; Frank Egan; DLA Director VADM Keith W. Lippert, SC, USN; Margorie Jones; Ana Yost; Jessica Yost; Jerri Taylor; Phyllis C. Campbell, SES; Joan Cannon; Stella Starkoski; Suzanne Witmer. Back row, left to right: DDC Commander BG Michael J. Lally, USA; John Yost; Jim Blockus; Janet Cravener; Pat McCormick; COL Dave Rodriguez, USA; Daniel Strausbaugh.

John Crain retires from DDBC

Defense Distribution Depot Barstow, Calif. (DDBC), Director John Crain retired in March after 43 years of service to the Department of Defense (DoD). Crain served 21 years in civil service and 22 years in the Marine Corps.

From his enlistment in the United States Marine Corps in 1961 until his retirement as a Master Sergeant in 1983, Crain completed a variety of educational courses relating to Marine Corps and DOD Logistics and obtained extended experience and training in Warehousing, Inventory, Preservation, Packaging and Packing, Transportation, and Mechanical Engineering.

He established and maintained operational oversight of Preservation, Packing and Packaging facilities in Vietnam, Okinawa, and mainland Japan for the Marine Corps.

He was also instrumental in establishing, participating in, and overseeing the Hazardous Material certification program for Marine Corps training exercises in Korea, Australia, and the Republic of the Philippines.

Upon completion of his military service, Crain joined the ranks of Marine civilians at Marine Corps Logistics Base, Barstow, Calif. Beginning as a Preservation Servicer, he was quickly recognized for his initiative and experience and was selected to a position as a Preservation Leader.

Crain then accepted successive opportunities to a Shop Planner position, Supervisor of the Planning Section, Division Operations Chief, Branch Head for the Planning/Operations Branch and Director of the Packing/Transportation Division.

From there, Crain accepted the position of Contracting Officer's Representative at DDBC, which was later combined with the duties of the Deputy Director. He became the DDBC Director in January 2004.



Phyllis C. Campbell, SES, DDC Deputy Commander, presents John Crain with his retirement certificate.

Three DDC sites receive SDDC Shipper Performance Awards DDPW, DDBC and DDSP recognized for excellence

By Jessica Walter, DDC Command Affairs

In recognition of a consistent commitment to excellence, the Military Surface Deployment and Distribution Command (SDDC) honored three Defense Distribution Center (DDC) sites in May.

Defense Distribution Depots Puget Sound, Wash. (DDPW), Barstow, Calif. (DDBC), and Susquehanna, Pa. (DDSP), were awarded the SDDC Shipper Performance Awards at the 2006 SDDC symposium in Nashville, Tenn.

"Earning these awards demonstrates the clear and unwavering dedication of our employees to providing world-class logistics support to America's Warfighters," said DDC Commander BG Mike Lally, USA.

DDPW ships nearly 3,000 customer orders each month and received the Shipper Performance Award in the small shipper category.

DDBC won the award for in the medium shipping category. On average, DDBC ships more than 2.7 million pounds of materiel each month.

In the super large shipper category, DDSP moved ahead of 1,200 other shippers to earn the award by providing timely and outstanding transportation documentation. DDSP processed and shipped nearly 10,000 containers during calendar year 2005.



Receiving the Shipper Performance Awards at the 2006 SDDC symposium in Nashville, Tenn.: DDBC's Betty Brock (fifth from right) and DDPW's Karen Bragel (fifth from left).

DDC's Troup and DDPW's Braget nominated for SDDC Excellence in Traffic Management Award

By Jessica Walter, DDC Command Affairs

Traffic Management Specialists Sherri Troup and Karen Braget were recently nominated for the Military Surface Deployment and Distribution Command Award for Excellence in Traffic Management.

Troup, of the Defense Distribution Center's (DDC) Logistics Operations Division is a senior member of the DDC Enterprise Transportation team, overseeing 29 employees. Troup and her team provide vendors and defense supply centers with rate and routing information, air clearances, and addresses. They also coordinate with contracting officers, procurement policy offices, buyers and vendors to solve contract-related transportation issues.

"She exemplifies the drive, skill, knowledge and foresight required by all talented traffic managers," commended Rich Hawkins, Chief of DDC's Transportation Operations Branch, Logistics Operations.

Troup also served as the lead tester for the Distribution Planning and Management System (DPMS) Increment 1, free on board (FOB) origin, and assisted with the development of training for DPMS users.

Braget, Traffic Management Specialist at Defense Distribution Depot Puget Sound, Wash. (DDPW), was also nominated for the award. "Karen has been the driving force behind the success of DDPW's transportation office," said Susan Earle, DDPW Deputy Commander.

Following DDPW's transition to more streamlined operations after an A-76 public-private competition for mission work, Braget single-handedly trained six new transportation assistants to ensure the transition was transparent to the Warfighters relying on DDPW to provide essential supplies.

"Karen's extensive knowledge, outstanding leadership and personal commitment to

customer service were key factors in our successful transition and the continued superior performance of the DDPW transportation office," commended DDPW Commanding Officer CDR Bill Bailey, SC, USN.

According to Bailey, Braget personally coordinated more than 1,500 shipments with air freight forwarders in support of critical off-site operations for the Puget Sound Naval Shipyard. "Her counter-to-counter delivery program is the envy of shipyards all around the world," he said.

Braget has also been instrumental in the rapid transportation of critical supplies in support of military fighting the War on Terror and relief efforts for Hurricanes Katrina and Rita.

The Military Surface Deployment and Distribution Command, or SDDC, will select a recipient for the award from each military service, the Defense Logistics Agency, the Coast Guard, and the Army and Air Force Exchange Service. The award will be presented during the National Defense Transportation Association Forum in September.



DDPW Traffic Management Specialist Karen Braget.



DDC Traffic Management Specialist Sherri Troup.



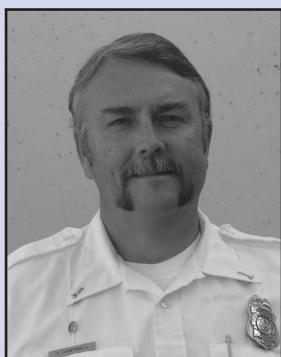
DDJC's Martin, Campbell honored by Tracy American Legion

By Doug Imberi, DDJC Command Affairs



Defense Distribution Depot San Joaquin, Calif. (DDJC), Police Officer Chris Martin (above) and Firefighter Tom Campbell (below) were honored by the Tracy, Calif., American Legion at a recent dinner recognizing the area's top police and fire department personnel.

Martin joined the DDJC Police Department in 2002. Campbell was recently named DLA's Firefighter of the Year. He has staffed the fire prevention section since he arrived at DDJC in 2001.



DDJC named top DLA fire dept, Campbell best fire officer

By Doug Imberi, DDJC Public Affairs

DDJC's Fire Department was recently named the Defense Logistics Agency's Fire Department of the Year.

The department was evaluated on five key areas: customer services, innovation, quality management principles and initiatives, quality of life initiatives, and recognition.

The Fire Department's achievements in 2005 included implementing a fire warden program to identify fire safety issues in work areas, conducting fire extinguisher training for more than 1,300 employees, training and certifying 62 DDJC Police Officers in hazardous material operations, and developing of a fire prevention program for military housing residents.

Fire inspector Thomas Campbell was named DLA's fire officer of the year. Campbell oversees the DDJC Fire Prevention Program that includes program development, training, and code review and enforcement. In addition, he has revised and improved the DDJC fire regulation. He also developed and implemented new documentation for DLA's use which includes welding permits, confined space entry permits, facility inspection reports, and facility work order requests.

A day in the life of an Emergency Essential employee

By Steve Kloh, DDJC Facilities Maintenance Worker

Steve Kloh, DDJC Facilities Maintenance Worker, is one of 20 DDJC Emergency Essential Personnel. He wrote the following based on experiences at three DDC distribution centers.

Monday morning: I scroll through my e-mail and read the usual list of things. This time however, there is something different. An e-mail from my Emergency Essential (EE) POC is included - the adrenalin starts pumping! I am to report to Defense Distribution Depot Corpus Christi, Texas (DDCT), by week's end to help with packing and storage for 179 days. A surge of receipts has hit the distribution center in South Texas like a hurricane and the workers need help fast!

I have been in the EE program for almost two years and worked at three distribution centers: Tobyhanna, Pa. (DDTP); Puget Sound, Wash. (DDPW); and Corpus Christi. The lifestyle is unique. I have agreed to a three-year commitment of travel and service to support the mission wherever I am needed. It is a big commitment, but it pales in comparison to the sacrifice made by the men and women who fight for our country. The EE program has about 85 dedicated men and women and is growing fast.

While there is a lot of training for EE personnel, whenever you get an assignment, there will also be on-the-job training. The nature of the work is always different because situations can change moment by moment.

For instance, I was sent to Tobyhanna to work in the Transportation Office, but upon arrival I was assigned to the vault to process and stow. The following week, I was in Receiving and finally ended up in a bulk warehouse unloading and receiving generators.

At DDPW, I helped out in inventory and played a critical part in meeting deadlines for the pending audit.

Today, I am working in the Preservation, Packaging, Packing and Marking section at DDCT. We made a big dent in the backlog of work today! And the learning curve is always straight up!

One of the fringe benefits of being in the EE program is the travel! While on the East Coast I visited New York City, Philadelphia, Boston, Atlantic City, Washington, D.C., and Baltimore. I traveled with friends I would have never met under other circumstances. Seeing new places and taking trips I would never be able to afford on my own is great.

I have made two trips to San Antonio since arriving in Corpus Christi and plan to go to Mexico this weekend! I am not the type



who stays around the hotel on my day off. I really make an effort to see and do as much as possible. There are often Morale, Welfare and Recreation trips and special excursions available at great prices.

The travel is nice, but the work really does come first. The 179-day deployment is filled with long hours and stressful situations. Being away from family and friends can be very hard on everyone. The typical work week is at least 50 hours and as many as 80. Overtime is almost always available – I could probably be working right now!

The new environment and adjusting to the climate is also a factor. For example, I will be working in an open warehouse where the heat will easily exceed 100 degrees on a daily basis. The heat is much more humid than what we have in Tracy, Calif., and having lived in San Antonio, I really do know the difference! The heat may not be as extreme as Iraq or Kuwait, but it's not easy.

The challenges and opportunities the EE program offers far outweigh the long hours, inconvenience, and time away from home. I am now able to see the problems of other distribution centers and apply my experience quickly. I have enhanced my resume and will be able to speak volumes in the area of "additional responsibilities." I get the satisfaction of helping out. New friends and places to see are just icing on the cake!

If you think you would like to be Emergency Essential personnel, contact DDC's Lisa Walker by phone at 717-770-8346, or DSN 771-8346, or by email at lisa.walker@dla.mil.

Former DDBC Commander nominated for appointment to Brigadier General



COL(P) James A. Kessler, USMC, served as the Commander of Defense Distribution Depot Barstow, Calif. (DDBC) from 1999 to 2001.

DDC's Vredenburg and Smart selected for Captain

By Stacy L. Umstead, DDC Command Affairs

CDR Kent Vredenburg, SC, USN, and CDR James W. Smart, SC, USN, have been announced for promotion to the rank of Captain.

CAPT (Sel) Vredenburg is currently serving with the Defense Distribution Center's (DDC) Logistics Operations Division as the Deputy Chief, Logistics Policy Division. His previous assignment was as Commander, Defense Distribution Depot Yokosuka, Japan (DDYJ).

CAPT (Sel) Smart served as the Commander of Defense Distribution Depot Jacksonville, Fla. (DDJF), since July 2004. He relinquished command of DDJF July 21 and will report for his next assignment as Commander, Logistics Forces, Naval Forces Command, Bahrain.



CAPT (Sel) Kent Vredenburg, SC, USN



CAPT (Sel) James W. Smart, SC, USN

DDSI's Camuso promoted to Captain



John Camuso, SC, USN, was recently promoted to the rank of Captain. CAPT Camuso has been the Commander of Defense Distribution Depot Sigonella, Italy (DDSI), since 2004. Above, CAPT Camuso (right) is congratulated by CAPT Phil Valenti, Commander of the Fleet Industrial Supply Center.

Former Commander of DDDC nominated for appointment to Rear Admiral

By Stacy L. Umstead, DDC Command Affairs

Secretary of Defense Donald H. Rumsfeld announced that the President of the United States has nominated CAPT Kathleen M. Dussault, SC, USN, to the rank of Rear Admiral (lower half).

RDML (Sel) Dussault served as the Commander of the Defense Distribution Depot San Diego, Calif. (DDDC), from May 2001 to March 2003. During her tenure at DDDC, RDML (Sel) Dussault was instrumental in the planning and execution of the Material Processing Center (MPC) concept, providing greater efficiencies in supply chain support to the Warfighter.

The success of the DDDC MPC became the template for other MPCs throughout the Defense Distribution Center (DDC) command.

She is currently serving as Deputy Executive Director of J33 at DLA headquarters in Fort Belvoir, Va.

Over the course of her career, RDML (Sel) Dussault has achieved the highest levels of certification in Acquisition and Financial Management as well as Joint Professional Military Education. Her decorations include the Defense Superior Service Medal, Legion of Merit, Navy Meritorious Service Medal with two gold stars, Joint Service Commendation Medal, Navy Commendation Medal, Navy Achievement Medal with gold star, and various unit citations, campaign medals and service medals.



Rear Admiral (Select) Kathleen M. Dussault.

DDYJ's Gagnon awarded Joint Service Commendation Medal

Defense Distribution Depot Yokosuka, Japan (DDYJ), Commanding Officer CDR Will A. Clarke, SC, USN (left), presents LT Chad Gagnon, USN, with the Joint Service Commendation Medal in recognition of his outstanding performance at DDYJ.

The award covers LT Gagnon's positions as the Material Processing Center Officer where he supervised deliveries of supplies to ships, and Deputy Warehousing Director where he managed the storage and issue of controlled and sensitive materiel.

LT Gagnon was also awarded the Military Outstanding Volunteer Service Medal for the many community events he organized and participated in while fostering friendship with the DDYJ's host nation, Japan.



DDC names Bennett, Kessler and Walls Employee of the Quarter

Supply Specialist William Bennett, Defense Distribution Depot Anniston, Ala. (DDAA), Woodworker Supervisor, Faron L. Kessler, Defense Distribution Depot Oklahoma, Okla. (DDOO), and Materials Handler Leader Andrew Walls, Defense Distribution Depot Europe (DDDE), were named Employee of the Quarter for the third quarter of fiscal year 2006.

According to DDAA's Lemuel King, Bennett is a "top performer" in every sense of the word and never ceases to amaze all with his ability to produce when challenged and under pressure.

Bennett is by nature a quiet, determined man, who seeks to always give his best, while trying to bring out the best in others. He leads with a quiet confidence and his "never say die" attitude is infectious to all who meet him, King said.

Bennett is a multi-talented individual, who wears many hats and has the exceptional ability to multi-task without missing a beat. He is the DDAA point of contact for Care of Supplies in Storage (COSIS)/Stock Screening Actions, the Critical Safety Item Program, the Swarm Readiness Training and he is the DDAA Cyclic/COSIS

Visual Inspection Monitor. This is in addition to his primary duties as General Supply Specialist and Quality Control Monitor, King said.

Bennett works with other DDAA COSIS inspectors to ensure timely completion of the monthly COSIS workload of more than 300 lines per month. As a direct result of his efforts, DDAA has maintained a 100 percent completion rate for the past six months. Bennett has also helped DDAA recover storage space by forwarding 129 national stock numbers (NSNs) consisting of 4,052 containerized items ranging from 13 to 576 cubic feet each, to the U.S. Army Tank, Automotive, and Armaments Command (TACOM). Additionally, Bennett's efforts have identified and sought disposition instructions on \$23,289,030 of dormant stock, while seeking to return over 154,884 cubic feet of critically needed storage space.

Woodworker Supervisor Faron L. Kessler of Defense Distribution Depot Oklahoma, Okla. (DDOO), has also been recognized for his performance.

Kessler exhibits exemplary performance with his strong but fair supervisory style, said DDOO Preservation, Packaging, Packing, and Marking, PPP&M, Supervisor Norma Welch.

Kessler's ability to motivate personnel results in his section consistently meeting all performance levels, Welch said. Production in his section has increased by 15 percent

while assigned personnel have decreased by the same percentage during the quarter.

Managing with fewer people, a smaller work area and less supplies and an increased workload has called for extreme workload tracking and smarter work habits in all facets of the preservation packing fields, Welch said. Under Kessler's supervision the containers kept on hand have been grouped into standardized containerization. This effort has eliminated 75 percent of the containers once stored in the bin packaging section. This movement alone has saved the center in excess of \$20,000 per year in containers built but never used.

An additional time saving method implemented by Kessler was the standardization of work stations enabling personnel to move from station to station without change in environment, Welch said. Quite the analyst, Kessler can tell you at any given time the average items worked for each individual he supervises. Performance matters greatly to him and his ability to track information ensures that each individual is highly trained to perform their tasks in the most efficient manner.

Defense Distribution Depot Europe (DDDE) Materials Handler Leader Andrew Walls was named Employee of the Quarter for his outstanding support to the Issue Division of DDDE. Walls' overall performance during the third quarter of fiscal year 2006 has been phenomenal, said DDDE's Brian Burkholder.

Entering his third quarter as a DDDE employee and Issue Division work leader, Walls has quickly identified his subordinate's strengths, ensuring maximum effectiveness when dispersing the daily workload and last minute special assignments, Burkholder said. Walls truly leads by example and sets the pace, definitely leading from the front. He took a "hands on" initiative and raised the container packaging standards by more than 10 containers a day, showing the workforce that 30 containers a day can be packed and how to do it.

Walls has also taken the lead on streamlining the systematic portion of building an air pallet by identifying unnecessary process steps and developing a guide book with all of the necessary sequential steps, Burkholder said. Walls has taken the initiative upon himself to learn the new process which was initially taking hours and who is now efficiently completing the process in about 30 minutes.

Walls has shown that he knows how to motivate the workforce by quickly addressing substandard performance, as well as recognizing and rewarding outstanding performance, Burkholder said. He has proven to be a highly effective and caring leader who brings out the best in people and does not settle for less.

He quickly integrated himself into Team DDDE and has come to be known as a major player, as well as a highly respected

compassionate leader. His professionalism, knowledge and dedication to our organization and its mission are above reproach, Burkholder said. He immediately established himself as a true team player by his unselfishness and willingness to assist others.



*DDAA Supply Specialist
William Bennett*



*DDOO Woodworker Supervisor
Faron L. Kessler*



*DDDE Materials Handler Leader
Andrew Walls*

Nominees for Employee of the Quarter for 3rd Quarter of Fiscal Year 2006

*Kathryn S. Boersma, DDJC
Lead Transportation Assistant*

*Denise Cordeiro, DDSI
Deputy Commander*

*Donnie Cotton, DDAA
Box Shop Lead*

*Karen Ghani, DDC Acquisition
Operations Contract Specialist*

*Robert A. Goodwin, DDAA
Information Technology Specialist*

*Billy Hackett, DDRT
Material Handler*

*Larry Henneman, DDSP
Material Examiner and Identifier*

*Thomas Johnson, DDJC
Packer*

*Michelle Kuhlmann, DDC Acquisition
Operations Procurement Analyst*

*Tracey Miles, DDWG
Management Analyst*

*John Payan, Jr., DDJC
Material Handler Leader*

*Gregory Pugh, DDNV
Motor Vehicle Operator*

*Brian Rose, DDC Acquisition
Operations Contract Specialist*

*Kayoko Shinozaki, DDYJ
Cargo Control Specialist*

*Ed Sweger, DDSP
Supply Systems Analyst*

*Al Urban, DDSP
Motor Vehicle Operator Supervisor*

DDMA's TSgt Munoz named DDC NCO of the Quarter

By Jessica Walter, DDC Command Affairs

TSgt Jose Munoz, USAF, of the Defense Distribution Mapping Activity (DDMA) has been selected as the DDC Non-Commissioned Officer of the Quarter for the third quarter of fiscal year 2006.

"Through his professional skill, knowledge and leadership, TSgt Munoz has provided outstanding support to the Warfighter," commended DDMA

Commanding Officer CDR John Pearson, SC, USN.

According to CDR Pearson, TSgt Munoz was at the "top of his spear" when he provided more than 1,400 maps for ongoing Army missions in Iraq and the Bulgars. Munoz also supported Air Force

customers deployed to Lithuania, Bulgaria and Canada.

TSgt Munoz was instrumental in eliminating thousands of outdated

products as part of a re-warehousing project, CDR Pearson said. "His efforts made an estimated 600 bin locations available for future product additions."

TSgt Munoz also played a key role in reducing time necessary

to process items in Receiving. "His vast logistics knowledge, coupled with his familiarity with internal processes allowed him to streamline our receiving processes on foreign-produced map products," said CDR Pearson.



TSgt Jose Munoz, USAF.

DDJC Mechanization Branch Inventory Accuracy Team named DDC Team of the Quarter

Defense Distribution Depot San Joaquin, Calif. (DDJC), Mechanization Branch Inventory Accuracy Team, or BC IA Team, was named Defense Distribution Center Team of the Quarter,

Third Quarter, Fiscal Year 2006. Team members include Clayton Phillips, Distribution Process Worker Supervisor; Perri Anderson, Materials Handler; Lynette S. Isaacson, Materials Handler; Diane L. Keener, Materials Handler Leader; Sandra L. Kuykendall, Distribution Process Worker Leader; and Lyle D. Westwood, Distribution Process Worker Leader.

The BC IA Team was formed in January 2006 to improve the inventory accuracy throughout the Mechanization Branch.

The Team statement is, "We are committed to improving Inventory

Accuracy through observation, research, innovation, and implementation. We strive for continuous improvement in order to provide superior customer service to all our customers, both internal and external. We value our customers, as well as the resources they have entrusted to our care. Together we can make a difference!"

The Team goals are to remain focused on safety first; achieve and maintain a 99 percent inventory accuracy level on all high dollar items and a 97 percent inventory accuracy level for all other items throughout the Mechanization Branch. Additionally, they seek to improve customer satisfaction, reduce costs, eliminate double handling, improve on-time performance, and improve material flow throughout the division. They've focused on achieving this by developing effective relationships and collaborations with their internal supplier (Receiving) and their internal customer (Packing) to ensure accurate Inventory Accuracy plans throughout the division. They also encourage active participation from all employees throughout the organization, whether it is in the form of suggestions, ideas, or assistance in implementation. They acknowledge any and all contributions.

Already the Team has accomplished much, said DDJC's Lucethel Seawood. For example, too much time was being spent double handing material from both Bin and Bulk

Receiving, monopolizing much of the WG-06's and Leader's time which could be better used for research and maintaining inventory accuracy. Numerous man hours were being used to sort receipt pallets by destination causing delays in getting this material to the zones for stowing, Seawood said. The Team's solution: Implementation of the Pallet Routing Guide.

Focusing on time savings, approximately 10 to 14 man-hours of daily support time have been alleviated in Warehouse 16 Mechanization Branch, alone, Seawood said. By requiring receiving to sort material by zones, several unnecessary "touches" have been eliminated.

The new method has had a major impact on the timeliness in which the receipts are stowed. This is mainly due to the fact that when the pallets are delivered to Warehouse 16, the Forklift Operator is able to distribute the pallets to the appropriate zones immediately.

In Warehouse 15 and 17, man-hours are saved because every pallet that is loaded onto a platform is destined for one zone only. Now the employee stowing does not have to drive to several zones to stow one pallet.

Another issue the Team focused on was that selectors sometimes do not notice the Unit of Issue on the pick ticket (MRO) when selecting, Seawood said. The Team's solution: to draw special attention to locations containing material that has a Unit of Issue other than "each" or

locations containing material that is packaged in unusual quantities or in quantities that may be easily misread by developing color-coded placards for those locations.

In order to ensure that all material in location is identified, the Team developed a Label Request Form to simplify the request process for all selecting and stowing employees.

The goal is to make all forms and instructions easily accessible for all employees in order to encourage them to take an active part in improving Inventory Accuracy in the Mechanization Branch.

Employee's feedback has

been excellent, Seawood said. Several employees had stated they now have a form and simple instructions to follow in getting labels.

The Automated Material Handling System, or AMHS, Team from Defense Distribution Depot Norfolk, Va.(DDNV), was also nominated for the DDC Team of the Quarter award for outstanding performance. DDNV AMHS Team members include Rhonda Ancrum, Steve Angel, Gonzalo Barros, George Benton, Randall Fabricius, Jess Rictor, Richard Rocha, Owen Spencer, Britt Smith, and Walter Wheeler.



Pictured from left to right: Lyle Westwood, Diane Keener, Clayton Phillips, Perri Anderson, Lynette Isaacson, Sandra Kuykendall.



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DDMA dedicates training center to Susie Ann Walker-Nelson

Earlier this year, Defense Distribution Mapping Activity (DDMA) dedicated their training center in honor of a former employee, Susie Ann Walker-Nelson.

The ceremony was attended by her family, friends and DDMA family. The distribution center's two former commanders, CAPT Joseph Napoli, SC, USN, and CAPT Ed Spillman, SC, USN, were also in attendance.

Walker-Nelson was known as a powerful Christian woman, dedicated to her church, her family, Bible study, and many activities at her church. Walker-Nelson was committed, generous, and concerned about many, a friend to all.

She started her career in the United States Army where she served for four years. She continued to serve her country by working for Defense Distribution Depot Richmond, Va. (DDRV, and DDMA. She began her civil service career February 27, 1978, and was employed at DDRV/DDMA for 26 years.

Over her 26-year career, Walker-Nelson received numerous awards, including the Sustained Superior Performance Award. She was hard-working and dedicated to the mission. She always performed her duties in an outstanding manner.

Walker-Nelson was known for her positive attitude – she knew how to motivate people. She loved her family and she



Susie Ann Walker-Nelson, also known as "Mother Love."

cared about the people at DDMA.

In 2002 Walker-Nelson started the Thanksgiving baskets for families in need. When the donations became a yearly event, she was overwhelmed with joy. She also started the Christmas box for the Community Toy Drive and that year the DDMA and DSCR family provided toys for six families of needy children.

Walker-Nelson also implemented



Susie Ann Walker-Nelson's family cuts the ribbon on the newly dedicated training center.

a wellness program where healthcare workers visited DDMA to discuss various health concerns. She arranged to have a blood pressure machine installed at DDMA.

She touched everyone she came in contact with.

Simply put, Susie Ann Walker-Nelson was a LEADER.

She is missed by her sisters, her husband, her sons, and everyone who knew her warm smile and powerful love.

The DDMA Dedication Committee made the ceremony possible. The Committee included Rosa Crenshaw, DDMA Supply Technician; Deborah Overby, DDMA Supply Technician; Otis Scott, DDMA Material Examiner; Rose Hall, DDMA Material Handler; Frankie Thomas, DDMA Material Handler; Thomas Taylor, DDMA Material Handler; Armand Jones, DDMA Material Handler.

Every great event starts somewhere and this one started with DDMA's Commander, CDR John M. Pearson, SC, USN.

The Committee also wishes to thank John Stroup, DDMA Deputy Commander; Dave Gambrell, DDMA Operations Manager; Kevin Walker, DDMA Supervisor; Rose Lockhart, DSCR System Analyst; Sandra Jackson; Pastor Horace H. Wade, Jr., First Union Baptist Church, Richmond; Rev. Kelvin Mines, DDMA Material Handler; Rev. James Stevenson, DDMA Material Handler.

SrA Balkuvvar-Smith distinguished graduate of leadership school

Senior Airman Sevin Balkuvvar-Smith of Defense Distribution Mapping Activity's (DDMA) Map Support Office-Germany was awarded the Distinguished Graduate Award at the Ramstein Airman Leadership School Graduation Luncheon February 15, 2006. To earn this award, SrA Balkuvvar-Smith excelled in academics, teamwork, professional conduct, wear of uniform, and leadership over a challenging five-week course. Her excellence placed her at the top of the 90-student class.



DDOO's Larson receives Commander's Excellence Award

By Jessica Walter, DDC Command Affairs, with Rosalie Lindley, DDOO Public Affairs

General Supply Specialist Angie Larson received the Commander's Excellence Award for the first quarter of fiscal year 2006 from Defense Distribution Depot Oklahoma City, Okla. (DDOO), Commander Col Jim Reiman, USAF.

Assigned to the DDOO Customer Service Office within the Inventory Integrity Branch, Larson interacts with customers on-base and around the world. She assists with revising or cancelling receipts, processing direct vendor deliveries, and completing supply discrepancy reports. She also provides lateral support to Airborne Warning and Control System (AWACS) and shipment cancellation.

"Her extensive knowledge of DSS [Distribution Standard System] and interfacing networks makes her a valuable asset," said Col

Reiman. "She resolves unusual situations with a can-do attitude and always goes the extra mile to support the customer or assist in our own processing areas," he continued.



Angie Larson receives the Commander's Excellence Award trophy and a \$475 On-the-Spot award from DDOO Commander Col Jim Reiman, USAF.

DLA Director recognizes DDYJ employees

By LT Kevin McNulty, DDYJ Public Affairs

DLA Director VADM Keith W. Lippert, SC, USN, presented director's coins to DDYJ Forklift Operator Junichi Kitakaze, Shop Forman (Packing Division) Seiro Koike, Information Technology Specialist Tim Manley, and Industrial Equipment Mechanic James Thompson in February in recognition of their hard work, dedication and leadership in supporting America's Warfighters.



DDYJ Forklift Operator Junichi Kitakaze.



DDYJ Shop Forman (Packing Division) Seiro Koike.



DDYJ Information Technology Specialist Tim Manley.



DDYJ Industrial Equipment Mechanic James Thompson.

Right Item

Right Time

Right Place

Right Price ♦ Evertime

Best Value Solutions for America's Warfighters



DDOO ESOC receives Traveling Safety Award for 66 months accident free

By Rosalie Lindley, DDOO Public Affairs

Defense Distribution Depot Oklahoma City, Okla. (DDOO), Commander Col Jim Reiman, USAF, presented the DDOO Traveling Safety Award to personnel in the Emergency Supply Operations Center (ESOC) for being accident free for 66 months. Each employee received a DDOO Safety jacket and shirt.

A component of the Inventory Integrity Branch, the ESOC employees are multi-tasked and perform a variety of duties interact daily with DDOO customers. In addition, they often physically search for property throughout the distribution center.



From left to right: Brenda Fralish, Shirley Phillips, Jean Ross, Angie Larson, Sherry Bross, Linda Canary, Darryl Harrison, Maureen Hixenbaugh, Deborah Lashley.

Naval Reserve Unit DDYJ1 is recognized for accomplishments

By Jose Abreu, DDC Reserve Affairs and Mobilization

Earlier this year, six members of Defense Distribution Center (DDC) Naval Reserve Unit DDYJ1 out of Sioux Falls, S.D, were awarded a Certificate of Appreciation for their contributions to Defense Distribution Depot Tobyhanna, Pa. (DDTP).

PS1 Brian Mundahl, SH2 Scott Bormann, CS2 Deborah Cook, SK2 Brenda Loneman, and PN2 Heather Muller provided, in tandem with a seven-person detachment from Reserve Unit DDYJ2, assistance for the Swarm inventory improvement initiative at DDTP. "Their joint unit contributions assisted DDTP in providing world-class distribution support to DDTP's primary customer, Tobyhanna Army Depot, and our Warfighters," commended DDYJ1 Commanding Officer LCDR Rope Burns, SC, USN.

"The DDTP Commander, LTC Yvonne MacNamara, welcomed us with open arms then immediately had our units employed all over the distribution center," LCDR Burns said.

"We split into seven teams, some working inside warehouses, others in outside storage yards. The teams meticulously hand counted more than 135,000 unit of issue items. Special thanks are due to Walter Rosati, the DDTP Accountable Officer, who greatly facilitated execution of the Swarm plan," added LCDR Burns.

DDYJ1 is designated "green" this year, meaning the unit's readiness has been validated and the unit is deemed deployable.



DDC Reservists assist with inventory improvement efforts at Defense Distribution Depot Tobyhanna, Pa. (DDTP). Left to right: SK2 Tammy Zimmerman (DDYJ2), PS2 Heather Muller (DDYJ1), SKSN Andrea Klemp (DDYJ2).

Currently, three members of DDYJ1 are deployed. The Executive Officer, SKC Terry Lynde, is assigned to DLA Contingency Support Team (DCST)-Kuwait; SK2 Lucinda Brunk to DCST-Afghanistan; and SH2 Scott Bormann to Defense Reutilization and Marketing Service (DRMS)-Iraq.

Another member, SK2 Brenda Loneman, is slated for mobilization to DCST-Afghanistan in June. By the end of fiscal year 2006, more than half of DDYJ1 will have deployed in support of Operation Iraqi Freedom and/or Operation Enduring Freedom.

"Prior to deployment, each Sailor completes a suite of DLA training evolutions, including Materiel Management

Contingency Training and Basic Contingency Operations Training that enables them to hit the ground running once in theater. Kudos to DDC Logistics Operations, DLA HQ Joint Reserve Force, Naval Operational Support Center Sioux Falls, S.D., and Navy Mobilization Processing Site Washington, D.C., for a job well done,” said LCDR Burns.

Another highlight for DDYJ1 was the recent selection of SH2 Bormann as DLA Junior Non-Commissioned Officer of the Year by DLA Director Vice Admiral Keith W. Lippert, SC, USN. SH2 Bormann was presented his award at DLA Headquarters in a special ceremony hosted by VADM Lippert.

“When I received the notification from RADM Percy, DLA HQ J-9 [Joint Reserve Force], that I had been selected, I was very surprised and humbled. Out of the vast pool of E-4 through E-6 candidates that DLA has in their reservist stable, it is satisfying to know that I had a great year in support of the DLA mission,” said SH2 Bormann.



DDC Naval Reserve Unit DDYJ1's SH2 Scott Bormann was selected as the 2005 DLA Junior Non-Commissioned Officer of the Year. Left to right: DLA Director VADM Keith W. Lippert, SC, USN, SH2 Bormann and DLA Command Sergeant Major David Roman, USA.

DDDC's Changing of the Hound

By Stacy Umstead, DDC Command Affairs

In February 2006, Defense Distribution Depot San Diego, Calif. (DDDC), held its first Change of Hound Ceremony. The Change of Hound Ceremony is steeped in tradition that dates back to February 2006.

The ceremony was held to honor the departure of Gigi the 4th after spending the last 18 months training to interact in society and receive basic and intermediate training needed to become a successful service animal. Over the past 18 months, Gigi became a welcome sight around DDDC's Continuing Government Activity (CGA) and earned a spot in everyone's heart.

DDDC Commander,

CAPT Walt Jacunski, SC, USN, hosted the event. LCDR Brent Hull, SC, USN served as Master of Ceremonies. Guest speaker Jane Drover of Canine Companions for Independence provided remarks explaining the importance of the service animal program and thanking the organization for being part of it. “Our program is a success because of the support we receive from the DDDC CGA workforce and the Defense

Distribution Center.”

The ceremony was promptly followed by a scrumptious reception where franks and beans, hot dogs, and chili were served. There was also a plethora of dog biscuits available for all, although, simply put ...”they were for the dogs.”

As her replacement, Terrence the 1st seemed to feel at home right away and was welcomed to the CGA with smiles and chew toys. Terrence enters and exits the CGA near LCDR Hull's office. He is usually singing the Britney Spears hit “Oops I Did It Again” as he leaves LCDR Hull a treat just outside his door.

Raising a service dog



Gigi is piped aboard through the traditional fire hydrants and newspaper carpet.



From one paw to the next...the “passing of the bone.”



DDDC's incoming service dog, Terrence, reporting for duty.

is a 24/7 process. Jim Siegfried, a member of the DDDC CGA, trained Gigi for the past 18 months and has begun training DDDC's newest furry employee.

Katrina devastation touches DDC employees

Jan James and Mark Malone spend vacation as relief workers

By Jessica Walter, DDC Command Affairs

Defense Distribution Center (DDC) Material Processing Support Team Lead Jan James and Defense Distribution Depot Susquehanna, Pa. (DDSP), Welder Mark Malone spent their vacations on the hurricane-ravaged Gulf Coast of Mississippi to assist in efforts to rebuild the small town of Ocean Springs.

James and Malone, along with former DDSP Safety and Environmental Manager Dale Glacken, boarded a bus March 17 for the 22-hour trip from Pennsylvania to Mississippi. The bus held 33 people from Central Pennsylvania churches and rebuilding supplies like shovels, rakes, saws and brooms.

Along the coast of the Gulf of Mexico and less than 10 minutes from Biloxi, Miss., the group arrived at the remains of Ocean Springs, a town of middle to upper class people whose lives were changed forever in the aftermath of Hurricane Katrina last September.

"All you could see was people's clothing hanging in the tree branches ... along with teddy bears, bicycles, beds," James recalled as she looked through photos from the trip. "These were people's belongings. It's just gone."

James, Malone and Glacken were part of a group that volunteered to be part of CORE, Christians Organized for Relief Efforts. CORE has established a base camp for the organization and mobilization of volunteers to aid in rebuilding the Mississippi Gulf Coast.

For nearly a week, they assisted with removing debris from houses and helping to rebuild – installing tile and carpet, painting walls and fixing roofs



Houses along the Mississippi Gulf Coast were destroyed in the wake of Hurricane Katrina. "All you could see was people's clothing hanging in the tree branches ... along with teddy bears, bicycles, beds," James recalled.

to complete what many homeowners had already begun. "They did what they could on their own, but they couldn't do it all," said Malone.

Although the volunteers were there to help rebuild houses in the town, the mission also involved rebuilding lives.

"We were told that the work wasn't the most important thing, that it was also important to talk to the people and to listen to their stories," said James.

Malone spent a week working on the home of Dorothy, an 80-year-old woman who was recently widowed. "We helped Dorothy get her house back together, but we also spent a lot of time listening to her, helping her through her feelings."

The group met many residents who had lost everything in the floods and winds that battered the coast in the hurricane's wake.

"One lady told me how her house had flooded with eight feet of water. Her four-post bed floated to the top of the room and punctured the ceiling," James said, "yet her sheets remained completely dry."

Impressed by the determination of the people in the town, they also recounted the story of a 76-year-old woman who survived the flood against all odds. "She literally had to swim out of



Route 90 that connects Ocean Springs, Miss., to Biloxi, Miss., was destroyed in the flood caused by Hurricane Katrina. "Thirty foot waves coming at you at 90 miles per hour – how can you picture that?" asked Malone. "When you see this bridge, you can understand how the homes never had a chance."

her house,” James said. “She swam through the door, through her back yard, and to her neighbor’s property that was on higher land. All she could do was stand there and watch as her house flooded.”

The group saw houses that looked like housing frames used for new construction. All of the windows, walls and doors had been blown off by the wind. One house even had a hot tub on top of the shed and a flower pot on the roof.

buildings and she had seen the coverage of the storm on the news, seen what the storm had done to the houses there. “I expected it to be bad. I knew it would be bad. I just didn’t realize it would be this bad, and it’s going to be that way for a long time. I just don’t think people realize the impact this hurricane had on the country.”

Driven by the strong desire to help the people the group came

to know very well, they did everything they could in the short week they were there – loading a delivery of drywall into storage trailers, cleaning a house with a bleach and water mixture to kill mold growing on the walls, retiling floors, replacing electrical wiring, repairing roofs, and painting a church.

“You didn’t think about eating or drinking during the day. You did your work, came back and ate dinner, took a shower, then started a new day,” said James.

The volunteer group slept in tents and showered in small trailers provided by a local church. Meals were provided by other CORE volunteers.

Glacken called the work “demanding, but rewarding.”

Malone and



Donning a hard hat, respirator and gloves, James and her group helped to remove black mold from the Mississippi homes affected by Hurricane Katrina using a bleach and water mixture.

Glacken have already been on two mission trips to Ocean Springs and plan to go again this year.

“We just really wanted to help these people, and we wanted to leave knowing we helped them,” said James.

“At the end of the day, all that matters is who you serve,” said Glacken.

For the volunteers, the experience was spiritual, even life changing. They came to give, but they left with so much more.

For more information on CORE, visit www.corebasecamp.com.



The winds and storms following Hurricane Katrina were strong enough to topple a lighthouse onto a golf course in Ocean Springs, Miss.

James recalled another woman whose house was being torn down on the same street as a house she was helping to rebuild. “She just pulled up in her car and cried as she watched her house being torn down.”

In the cafeteria at a nearby church, the volunteers met an 80-year-old man whose house had so much water in it that he and his wife had to stand on the furniture to avoid the rising water. “His wife didn’t make it,” James said as she paused, reflecting on the conversation. “She drowned in his arms.”

James said she could have never prepared herself for what she saw when she was in Ocean Springs. “I’ve never experienced anything like this before.”

James said she had seen flooded



Since September, more than 4,000 volunteers have worked 350,000 hours to clean and rebuild nearly 1,000 buildings including this church in Ocean Springs, Miss.

DDRV celebrates Earth Day



To celebrate Earth Day, Defense Distribution Depot Richmond, Va. (DDRV), employees planted two Crepe Myrtle trees. DDRV employees also attended an environmental fair hosted by DLA Enterprise Support-Richmond to learn more about preserving natural resources.

DDC and DDSP participate in Adopt-A-Highway program



A volunteer gathers trash along the roadside during the Adopt-A-Highway event. The Defense Distribution Center (DDC) headquarters and Defense Distribution Depot Susquehanna, Pa. (DDSP), on the New Cumberland, Pa., installation partnered with the Pennsylvania Department of Transportation (PennDOT) for the Adopt-A-Highway program. Organizations on the New Cumberland installation have participated in

DDC HQ celebrates the Month of the Military Child



Pre-Kindergarten students from the Defense Distribution Depot Susquehanna, Pa. (DDSP), Child Development Center celebrated the Month of the Military Child with a patriotic presentation at the Defense Distribution Center (DDC) headquarters April 21. The children were welcomed by DDC Commander BG Mike Lally, USA (center).



The students recited the Pledge of Allegiance (above) and sang "God Bless the USA" (below). Twenty years ago, the Secretary of Defense declared April as the Month of the Military Child in honor of military families.



New Cumberland employees volunteer at Young Eagles Flying Party

By Sherre Mitten-Bell, DDSP Public Affairs

More than 800 special needs children invited through 20 organizations including Easter Seals, Muscular Dystrophy Association, Make-A-Wish Foundation, and Caring Place attended the Young Eagles Flying Party held at Capitol City Airport in New Cumberland, Pa., May 6. The airport borders the Defense Distribution Depot Susquehanna, Pa. (DDSP). The airport and DDSP partner in military projects, emergencies, and community events throughout the year.

The Young Eagles Flying Party is an annual event that gives special needs children the opportunity to see that there are careers and hobbies they can pursue, even with physical challenges. The event also allows them to meet some of their heroes and role models.

"I admire federal employees who give their time and talents to the community and take seriously the impact they can have as role models to children," said DDSP Commander CAPT Jim Naber, SC, USN.



USTRANSCOM Commander visits DDC, DDSP

By Polly Charbonneau, DDC Command Affairs

Gen Norton Schwartz, USAF, Commander, United States Transportation Command (USTRANSCOM), visited the Defense Distribution Center (DDC) and Defense Distribution Depot Susquehanna, Pa. (DDSP), May 30.

Gen Schwartz received an overview of DDC and DDSP as

well as updated information on how the Base Realignment and Closure (BRAC) Act of 2005 will affect DDC, as well as how DDC interacts with all inventory control points.

Gen Schwartz was impressed with the size and scope of DDC's operations, and the size and amount of sustainment cargo that passes through DDSP. He was particularly interested in DDC's efforts to improve culture including the implementation of Lean process improvement and DDC's success in those areas.



Gen Norton Schwartz, USAF (center), USTRANSCOM Commander, discusses bar coding at DDSP.



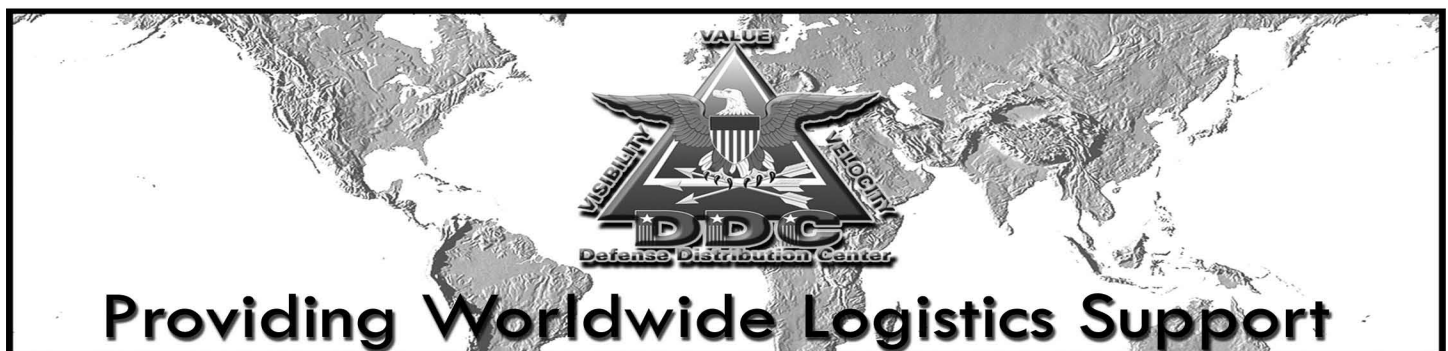
Larry Loiacono (left), leader of DDC's Wireless Technology team, demonstrates DDSP's radio frequency identification, or RFID, receiving portals for Gen Schwartz.



CAPT Jim Naber, SC, USN, DDSP Commander, explains storage in DDSP's high rise area.



Gen Schwartz discusses Lean implementation in DDSP's Air Line of Communication (ALOC) area.



SHARING *The DDC Story*

Commander, Naval Supply Systems Command visits DDSI



Left to right: Fleet and Industrial Supply Center (FISC) Sigonella Italy, Executive Officer CDR Philipp Allison; Defense Distribution Depot Sigonella, Italy (DDSI), Operations Officer LT Robert Alexander; Commander, Naval Supply Systems Command RADM RADM Daniel H. Stone; DDSI Deputy Commander Denise Cordeiro-Bennett; DDSI Commanding Officer CDR John Camuso; DDSI Warehouse Operations Foreman Paolo Pappalardo; and DDSI Accountable Officer J.D. Thomas.

FISC Commander visits DDSI



The Commander, Fleet Industrial Supply Centers (COMFISC) RADM William Kowba, SC, USN, recently visited the Defense Distribution Depot Sigonella, Italy (DDSI), where he was provided an overview of DDSI operations and updates on key focus areas including a partnership with FISC and customer support initiatives.

From left to right: DDSI Commanding Officer CAPT (Sel) John Camuso, FISC Sigonella Commanding Officer CAPT Philipp Valenti, FISC Commander RADM Bill Kowba, Naval Air Station (NAS) Sigonella Supply Officer CDR Gary McIntosh, DDSI Operations Officer LT Robert Alexander, DDSI Deputy Commander Denise Cordeiro, NAS Sigonella Air Terminal Manager Larry Nickerson, DDSI Warehousing Work Leader Santo Scuderi, FISC Sigonella Customer Service Officer LT Dan Bessman, NAS Sigonella Air Terminal Officer LT Marc Davis.

8th Army visits DDDK

By Polly Charbonneau, DDC Command Affairs

LTG David Valcourt, USA, Commander, 8th Army and Chief of Staff for US Forces Korea, visited Defense Distribution Depot Korea (DDDK) June 15, 2006. The visit was part of a site tour of Camp Carroll where DDDK is located.

This was LTG Valcourt's first visit to Camp Carroll since taking command. His tour was led by DDDK Commander, LTC James Lippstreu, USA.

DDDK was established on January 28, 2005, and became DDC's 26th distribution facility. DDDK was established based on a support request from the United States Army 19th Theater Support Command. DDDK's primary mission is to provide enhanced physical distribution services to the United States Armed Forces located on the Korean Peninsula. DDDK will stock more than 14,000 National Stock Numbers (NSN) and will reduce transportation costs and customer wait time in support of forces located in Korea.



DDDK Commander, LTC James Lippstreu, USA (far right), leads a tour for 8th Army Commander, LTG David Valcourt, USA.

Naval Support Activity's senior international officers visit DDC and DDSP

By Stacy L. Umstead, DDC Command Affairs Office

Senior international officers of the Naval Support Activity, Athens, Ga., visited the Defense Distribution Center (DDC) and the Defense Distribution Depot Susquehanna, Pa. (DDSP) in May. The officers, currently enrolled in the Naval Supply Management Course, were provided the DDC command overview highlighting DDC's mission, distribution network and initiatives.

The DDSP Deputy Commander, Andy Leitzel, presented the DDSP command brief and led a tour of DDSP's Eastern Distribution Center (EDC). During the tour, the officers observed the Air Line

of Communication (ALOC) pallet build area, the high rise storage and crane operations, the central receiving

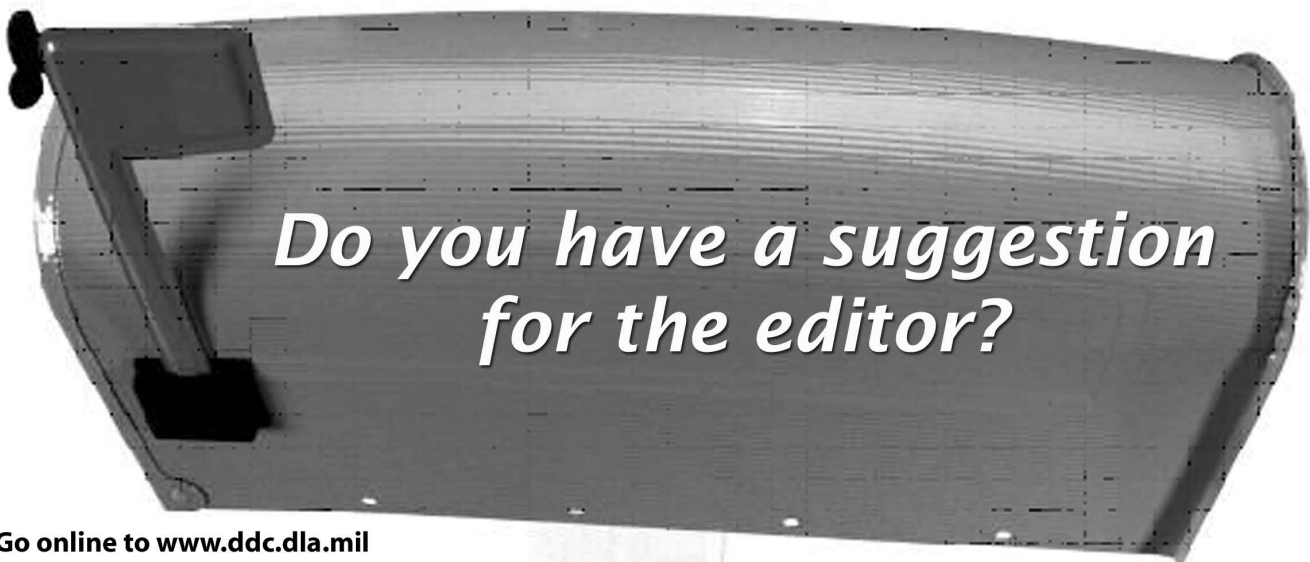
area, and the Consolidation Containerization Point (CCP) operations. The officers were impressed with the routine use of Radio Frequency Identification (RFID) technology at DDSP.

The Naval Support Activity senior international officers visit the DDC annually as part of their curriculum. This year's class was comprised of officers from Argentina, Canada, Greece, Kuwait, Pakistan, Saudi Arabia and Turkey.



2006 Naval Support Activity International Foreign Officers.

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